EMAIL

From FCS Community Management (eastmountain@hoaliving.com)

To East Mountain homeowners

Date Fri, Oct 6, 2023, 8:28 AM MT

Subject Online Payments - Vantaca Pay

Dear Owners,

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We want to inform you of an upcoming change that *may* affect how you make payments to your association - *if you make those payments online*.

We will be switching to a new payments provider – VantacaPay – which is directly integrated with your homeowner portal. VantacaPay is a secure and mobile-responsive payment experience that will offer more payment methods, better usability and opt-in text reminders for upcoming payments due.

You will NOT be affected:

> If you are already enrolled in the auto-draft program (sometimes referred to as autopay or ACH). The transition to VantacaPay will automatically carry over your information.
>
> If you currently mail physical checks to our PO box. VantacaPay is for online payments only, and we are still accepting checks as a free alternative to online payments.

If you use one of the above payment methods, **the following information does not apply to you, and there are no additional actions you must take.**

To avoid fee increases altogether, we recommend you set up auto-draft payment in the portal, before November 1, 2023.

For those who use any other payment method:

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We will switch your community to the new payment system on November 1st.

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?**After the November 1, 2023, transition, *if you are not enrolled or planning to enroll in the auto-draft program and plan to make an online payment, you will be required to:***

Log in to your account at?portal.hoaliving.com

Accept the terms and conditions??

Set up your online payment method by navigating to ‘Make a Payment’ ????

Set up optional automated text reminders by going to ‘Profile’ > ‘Communication Settings’??

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Online payment method choices after November 1, 2023:

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• Automatic Draft Payment (ACH) • One-Time and Recurring eCheck • Credit Card • Apple Pay*?*• Google Pay

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We want to assure you that your personal and payment information will remain secure throughout the transition. We look forward to continuing to serve you.

Sincerely,

East Mountain Owners Association
(801) 256-0465 | www.hoaliving.com

Saved from David McLaughlin’s email on November 4, 2026 for the East Mountain HOA site. Owner names in greetings, account numbers and private email addresses are removed.