

Your Board of Directors and Castle Management would like to thank you for the opportunity to serve your community.

The enclosed assessment payment coupons indicate the due date, the amount due, and the mailing address where your payment should be sent. **Your association has recently changed lockbox providers. If you are currently enrolled in Bill Pay at your banking institution, please take the time to update the mailing address to the new address reflected on the accompanied coupons.** Please be sure to mail your coupon along with your check and ensure that the payment is sent to the correct mailing address, as indicated on the coupon. Please mail your payments at least 10 business days prior to the 1<sup>st</sup> of the month. When mailing payments for more than one property, please use separate coupons and envelopes for each payment. Following these important instructions will help avoid processing delays and/or late fees.

For your convenience, below are additional methods of payment offered by Castle Management:

1. Automatic Withdrawal or "AutoPay" (Preferred Method)

This option allows your payment to be processed automatically from your bank account between the 1<sup>st</sup> and 10<sup>th</sup> of the month; therefore, no changes can be made within this timeframe. Using Castle's AutoPay program will eliminate the need to write checks and will prevent mailing costs and late fees. To enroll, please visit [www.castlegroup.com](http://www.castlegroup.com) and click "Manage Autopay" at the top of the page then enter your account information as printed on your payment coupon.

2. One-Time Payment

This option allows you to pay online using your bank account information or credit card. As a reminder, all one-time online payments are subject to a convenience fee, \$3.95 flat fee for e-check payments and 3.5% fee for Credit Card payments. To use this service, please visit [www.castlegroup.com](http://www.castlegroup.com) and click "Pay Online" at the top of the page then enter your account information as printed on your payment coupon. Please note: If your unit is owned by a legal entity, you will need to enter the full name of the entity in the last name field.

3. Bill Pay

This option allows you to setup a recurring payment through your bank, using the account number provided on the coupon. To avoid late fees, please schedule your payments at least 15 business days prior to the due date.

If you have any questions or concerns, please do not hesitate to contact Castle's Resident Services Department at 1-800-337-5850 or e-mail [residentservices@castlegroup.com](mailto:residentservices@castlegroup.com).

Sincerely,  
Castle Management, LLC.  
For the Board of Directors