

Important Update Estrella Vista: Change in Association Banking and Payment Processing

Dear Estrella Vista Homeowners,

We are updating how your assessment payments will be processed. The Estrella Vista Homeowners Association has selected Alliance Association Bank (AAB) as our new banking partner. You will start to receive communication of this directly from Vision Community Management; A RealManage Company. The letter that you receive will provide you with your specific account information with details of the Management ID, Association ID and Property Account number to assist with navigating through this change.

For those of you who are going online to register or pay, you may use Management ID :6747 and Association ID: ESV. Your Account number is the same as before, so please review the most recent statement or contact management.

Why This Change?

We want to ensure reliable, one-on-one service for every homeowner. Our previous bank sometimes had service gaps that caused delays or frustration.

With AAB, you'll get:

- Dedicated customer service that works exclusively with associations and management companies.
- Faster and more accurate payment processing with advanced lockbox technology.
- A smoother, more dependable experience for both homeowners and management.

Important Dates

Action	Date
Current payment method remains active	60 days from now

Deadline to update payment method: November 1, 2025

Note: Failure to update your payment method by November 1 may result in delayed or returned payments. **Payments sent to the previous lockbox will be forwarded to the new location. Please also note that late fees will not be assessed to payments during the transition time period.**

Who Needs to Act?

Do you have Payments by ACH?

If you are currently signed up for our ACH program through **Vision Community Management, A Real Manage Company**, **NO ACTION IS REQUIRED.** Your payment will continue to process.

If you make a Payment by Check?

Please Mail your assessment payment to the below processing center for prompt and accurate processing:

Estrella Vista
c/o Vision Community Management
PO BOX 93866
Las Vegas, NV 89193-3866

1. Include your payment coupon with your check in the windowed envelope provided to ensure your payment is accurately processed to your account.
2. If you are paying for multiple properties, please send a **separate coupon and check** each property.

If you use your Bank's Bill Pay Service?

We encourage homeowners to use the bill payment service provided by their bank. If you currently utilize your bank's Bill Payment Service, please do the following:

1. **Delete** the existing payment profile. Create a new profile using the address information above.
2. Ensure the check is made payable to your association and the memo portion includes the following information/instructions: The Management Company ID - Association ID - Property Account Number. ***This information is outlined in your payment coupon; however, you may contact Vision Community Management for assistance.***
Please enter this into your bill pay profile as a memo, as you would do for other bills.

Want to Pay Online through Vision?

As an added enhancement Vision Community Management, A Real Manage Company, offers additional payment methods for homeowners to pay their assessments. If you are currently signed up to make a payment through Property Pay (payment through First Citizen), please cancel your current payment. Please visit our website <https://www.visioncommunitymanagement.com/> to make a payment through the new Alliance Portal, after Oct 24, 2025 to setup a new profile. You can search for your community under current owners on our Vision community management website to find the following new payment options:

- One-Time eCheck – One-Time ACH direct debit: **\$1.95 per transaction**
- Recurring eCheck – Recurring direct debit withdrawal allowing owners to determine the date of the debit; AAB will send a reminder email 10 days prior to the debit. **No Fee**
- Credit Card – All credit cards are accepted. Service fee applies and is charged at the time of payment. Credit Card service fee- 3.5%, Debit Card flat fee \$5.00.

Thank You

Updating your payment method by November 1, 2025, ensures uninterrupted processing and allows us to provide better service for your community.

For questions, contact Vision Community Management at [insert email/phone].

Vision Community Management
A RealManage Company
On behalf of the Estrella Vista Homeowners Association