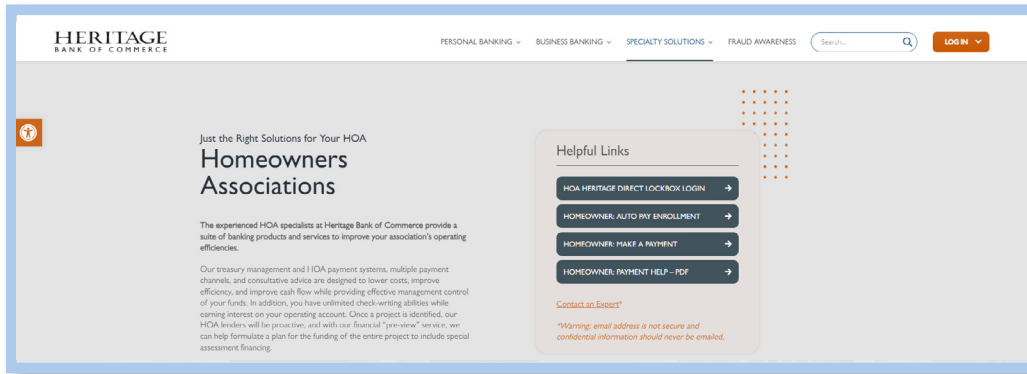


HOA Autopay Instructions

We have made the enrollment process easier and added payment options!

Simply go to the Heritage Bank of Commerce website at

<https://heritagebankofcommerce.bank/homeowner-association-services/> and select **Enroll in Auto Pay**.



IT IS A 3 STEP PROCESS:

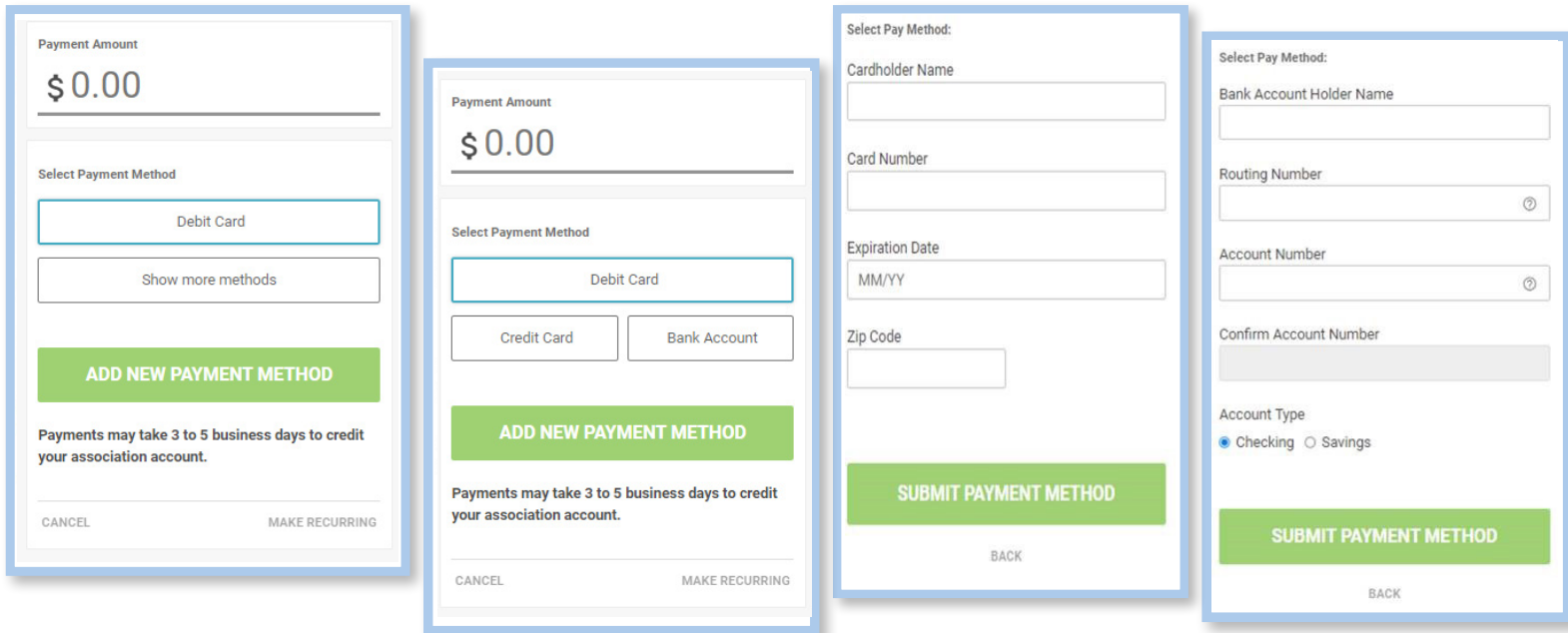
1. Register. You will need 3 pieces of information found on your payment coupon/statement and your email address.

1. Client ID
2. Association ID
3. Account #

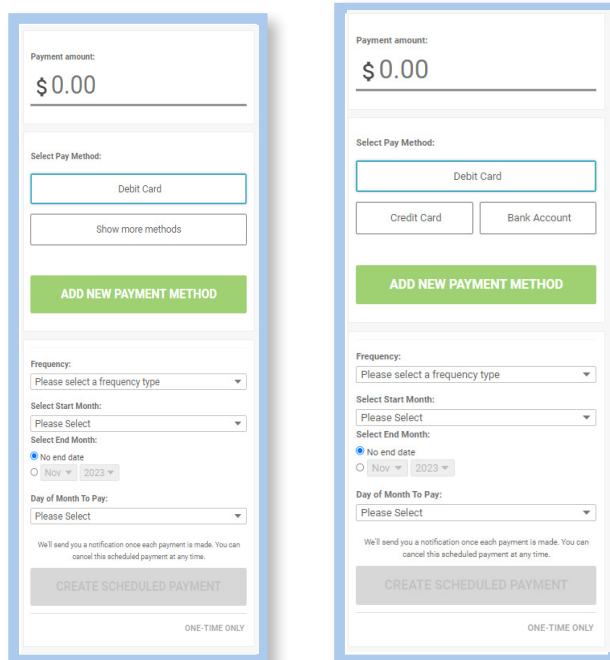
A screenshot of the registration form. It includes the following text: "Please enter the following information found on your payment coupon. See the Coupon Document Example for help locating your information.", "Homeowners: Are your dues changing? Don't forget to update your payment amount!", "Payments may take 3 to 5 business days to credit your association account.", and "If you have any questions please contact us at (844) 489-0999 or hoaspecialtybanking@herbank.com". There is a link "Already Registered? Login Here" and a "SEARCH" button. The form fields are: Client ID, Association ID, Account Number, and Email Address.A screenshot of the account information form. It includes the following text: "Account #", "XXXX", "First Name", "Last Name", "Email", "sample@sample.com", "Mobile Phone", "(000) 000-0000", and "Create a Simple 4 Digit Pin For Your Security". There are four input boxes for the PIN and a "CONTINUE" button.

On the next screen, fill in the necessary information and create a 4 digit PIN for future logins. Once registered, you will be able to manage your payment(s), see your payment history, add payment method types (for example ACH, Credit Card, Debit Card), and maintain your profile.

2. Set Up your payment method. We have expanded the payment methods available. Now, in addition to an ACH debit to your bank account, you may choose to pay by debit card or credit card. **Convenience fees apply to debit or credit card payments. This amount will be disclosed prior to submitting your payment.**



3. Set up your New Scheduled Payment by selecting the payment method you previously set up in step #2.



For your convenience the payment portal offers payment reminders and notifications.

If you have any questions, please contact
HOASpecialtyBanking@herbank.com
 or call **(844) 489-0999** for assistance.