

Desert Highlands Homeowners' Association
c/o CRMG
83 Continental Dr., Suite B, Reno, NV 89509
(775) 826-8092 | Fax: (775) 826-3031 | info@crmgregno.com

IMPORTANT INFORMATION REGARDING YOUR PAYMENT OPTIONS

Please read this entire notice carefully.

The management company for our community, Controlled Resources Management Group (CRMG), is in the process of shifting onto a new management software suite that will enable a broader range of services to be provided. As part of this transition, CRMG is moving the payment processing for our community to a new provider: Alliance Association Bank (AAB).

With this change, we will now be accepting online payments through a new payment portal. This will allow you to establish automatic reoccurring online payments. Please carefully review the instructions on the next page for details on how you can make your assessment payments moving forward.

You have been issued a new homeowner account number that you will need to reference with your payment. This information was mailed out to you in mid-December, along with a copy of your current account statement. Please contact CRMG if you have any questions regarding your new account code.

Please also note that your regular assessment amount has changed. The 2022 Desert Highlands HOA assessment will be \$80 due quarterly on the first of the month. Payment due dates and late fee dates have not changed. If there is any outstanding balance on your homeowner account after 10 days past the assessment due date, a late fee of \$10.50 will be applied to your homeowner account.

Thank you for your patience and attention. If you have any questions regarding this notice or your homeowner account, please contact CRMG at 775-826-8092 or info@crmgregno.com

Sincerely,

Your Desert Highlands Board of Directors.

PAYMENT INSTRUCTIONS FOR ALLIANCE ASSOCIATION BANK (AAB)

ONLINE PAYMENTS: It is now possible to make your payment online with an e-check or a debit/credit card. You can also establish automatically scheduled online payments. *We encourage all homeowners to take advantage of this time-saving and paperless payment option!* Please visit our new payment portal at:

<https://pay.allianceassociationbank.com/Home?cmcid=06C3252B>

Management Company ID: 7785

Association ID: DHH

PAY BY MAIL: It will still be possible to make your payments using a paper check. These payments will be processed by AAB using their lockbox technology. Please follow the guidelines below in order to make your payment with a paper check:

- Checks should be made out to “Desert Highlands HOA”
- Check must include your ASSOCIATION ID & NEW ACCOUNT NUMBER in the memo line.
- You must include a copy of your statement or payment coupon with your payment.
- Payments to separate accounts (such as your fine account or if you own multiple properties) MUST be sent on separate checks.

Please mail payments to:

Desert Highlands HOA
c/o CRMG Processing Center
P.O. Box 94264
Las Vegas, NV 89193-4264

PAY WITH ONLINE BILL-PAY: If you are currently using the online bill-pay service provided by your bank, you will need to stop/delete your existing payment and then create a new payment listing your ASSOCIATION ID & NEW ACCOUNT NUMBER in the memo line of your payment and using and the new mailing address listed above. We recommend switching over to our new online payment system instead of establishing a new bill-pay service.

Thank you for your attention and patience during this transition. We are excited for the opportunity to expand the range of services we are offer. Please stay tuned for additional changes in the coming months.

Please continue to direct any questions and correspondence to CRMG. The new mailing address listed above is solely for payment processing. For all other matters, or if you have any questions regarding this notice, please contact CRMG at 775-826-8092 or info@crmgregno.com.