

Bill.com Frequently Asked Questions

1. What is Bill.com?

- Bill.com is a third-party payment platform that the Associations are using. Bill.com is a 14 year- old company with about 80,000 enterprise customers. Bill.com is a public company with a \$2 billion market capitalization and substantial cash balances. Annual revenues are \$100 million plus with a 60% annual growth rate.

2. Is the Bill.com platform secure?

- This article describes Bill.com security infrastructure and procedures. <https://help.bill.com/hc/en-us/articles/115005420863-Bill-com-System-Security>

3. Why are there three separate homeowner online portals for SVNC, 22 Station, and First Ascent? Why can't there be one site in which I can receive, view, and pay assessments for SVNC and 22 Station/First Ascent?

- SVNC, 22 Station, and First Ascent are separate non-profit business entities and have separate financial and accounting systems, and therefore, each Association has a portal for customers to receive and pay assessments.
- Since the three Associations are all on the Bill.com platform, Owners have the option to establish a Basic Account Payables Bill.com account and receive and pay assessments for any or all of these Associations for multiple units using their online account. Currently, Bill.com does not charge a fee for a Basic Account Payables Bill.com account. See this link for info on setting up a free Basic Accounts Payable Account: <https://help.bill.com/hc/en-us/articles/115005954863-Set-up-a-free-Basic-Payables-account>

4. I own multiple units and Bill.com is cumbersome with so many invoices coming in, what can I do to streamline?

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5. Will Owners have to pay any fees to receive, view, or pay assessments with the Associations' online portals?

- Owners will have no fees to use any of the features of the Associations' online portals. Owners do pay a fee to use www.rentpayment.com.

6. Can an Owner just look at statements and invoices in the Associations' online portals without making a payment?

- Yes. An Owner can use the online portal to review previous and current outstanding assessment statements. Use of the online portal does not require payment via the portal. However, the Associations prefer that Owners pay via the Associations' online portals to reduce check processing bank fees.

7. Can Owners still pay assessments by check and mail?

- Yes. However, the Associations prefer that Owners pay via the Associations' online portals to reduce check processing bank fees. While check payments with sufficient funds will be recorded as paid when received in the mail in the respective Association's financial system, there will be a delay in showing as paid in the portal.

8. Can an Owner pay assessments with a credit card?

- Credit card payments using the Associations' portals have not been enabled, since the Associations would incur a 2-3% fee for credit card payments, which would then have to be passed on to Owners. Owners can use www.rentpayment.com to pay by credit card, for a fee. While transactions in rentpayment.com will be recorded as paid in the respective Association's financial system, there will be a delay in showing as paid in the portal.

9. Can an Owner have assessments paid automatically?

- An Owner can enable automatic payment of assessment invoices on a set day relative to the invoice due date.

10. Can an Owner determine the timing of the payment of an assessment online?

- An Owner can make a partial or full payment online immediately or scheduled for a future date.

11. Can an Owner pay late fees and interest charges using the Associations' online portals?

- Yes. An Owner can make any payment to the Association using the online portal. In the past, some Homeowners have asked for late fee and interest charge forgiveness for various reasons – e.g, lost mail, travel... On occasion, some Associations have been lenient with first time late payers. With this availability of these online portals, the enforcement of late payment and interest penalties will be strict.

12. Will Owners still receive paper statements by mail?

- No. Statements will be delivered to Owners' email addresses. It is the Owner's responsibility to have the correct email address on file with the Associations.