



December 13, 2024

Dear Saw Creek Estates Owner,

As part of our ongoing partnership with Saw Creek Estates Community Association, Inc., we are thrilled to share detailed information about the new dues billing and payment processes, designed to enhance efficiency and streamline operations.

Making Association Payments

Included on your new Resident Portal, powered by FirstService Residential Connect™, is easy access to ClickPay, our online third-party payment provider. By selecting **Make Payment** from your resident dashboard, payments can be made online by ACH draft or credit/debit card. Please have the enclosed 2025 annual invoice handy as you'll need to reference your account number, property address and the primary homeowner's name when registering for ClickPay the first time.

If you utilize the Bill Pay feature with your financial institution, FirstService Residential is a registered "payee" and eligible for electronic funds transfers. To ensure your payments are posted correctly, please include your FirstService Residential account number which can be found on the enclosed billing statement.

If you prefer to mail a check, please use the payment coupon at the bottom of the enclosed statement. *Please note that paper checks can take over 5 days to reach their destination via USPS First-Class Mail. Please consider alternate payment methods noted above to ensure timely receipt of your payments.*

Additionally, any positive credit or unpaid balance on your account as of December 31, 2024, will be transferred to your new FirstService Residential account. These balances will be updated after final transactions are reconciled, and account histories finalized. You can expect to be notified by email once account balances have been uploaded to our system (approximately 4 to 6 weeks after our first day of management).

Get Started Today! Register for the Connect Resident Portal

An important part of our commitment to delivering an exceptional resident experience is providing homeowners and residents access to your new Resident Portal, powered by FirstService Residential Connect™. Your community's portal is a one-stop shop for making online payments, viewing your account balance and accessing association documents. Stay tuned for the rollout of more features in the coming weeks and months ahead!

Step 1: Log onto <https://sawcreekestates.connectresident.com/>

Step 2: Click the Login button and then select the option to Create Account

Step 3: Register with both your mobile phone number and email address

NOTE: If you need further assistance registering, please call our team 24/7 at 800.870.0010

Important Reminder – Payment Changes at Member Services Office

- As of Wednesday, January 1, we will no longer accept dues payments (No check, cash or charge) at the Member Services Office.
- Payments by check **MUST** be sent to the address on the Annual Invoice or completed online on the Connect portal; this includes all payment plan payments.
 - A 6-month payment plan is \$365.00 per month
 - A 12-month payment plan is \$187.00 per month
- All other payments (gate cards, guest badges, fobs, citations, etc.) will be accepted until further notice at the Member Services Office. (Check or Credit/Debit card **ONLY**-No Cash)

Sincerely,

Scott Matthews

Regional Director

FirstService Residential