



**KEYSTONE**

## **We're Improving Our Payment Services: Important Updates Regarding New Address for your Assessment Payment**

Dear Homeowner:

We wanted to provide notice that **effective immediately, your association assessment payment address is changing.**

**Please send all HOA assessment payments to the following address:**

**Woodbury Community Association  
C/O Keystone Pacific Property Management, LLC  
PO BOX 513380  
LOS ANGELES, CA 90051-3380**

**If you are currently signed up for recurring ACH/Direct Debit through Keystone Pacific, no action is needed on your part.**

If you make your payments through your own bank's online bill pay system, **please DELETE the payment record and set up a completely new payment with your account number and the new remittance address from your statement. DO NOT edit the payment by changing the address as your payment may be misrouted or returned to you.**

Please see the reverse side of this letter for additional ways to pay your assessment.

If you have any questions, please feel free to contact **our team via phone at (949) 833-2600 and press 5 or via e-mail at [paymentaddress@keystonepacific.com](mailto:paymentaddress@keystonepacific.com)** for assistance.

Sincerely,

Jared Jones  
Chief Financial Officer  
Keystone

You may pay your assessments in one of the following ways:

- ACH (Direct Debit) or Online Payment via Credit Card
- Personal check mailed with your statement stub
- Using your personal Bank's online bill pay service

#### ACH Payment or Pay Via Credit Card:

How does it work and what do I need to do?

ACH payment for your Homeowner Association assessments are automatically drafted from your bank account so that you no longer have to write checks and mail them to your Association each month.

If you would like to establish a new recurring ACH, complete a one-time ACH payment or pay via credit card please visit [kppm.com](http://kppm.com) and click the "Client Login" button to sign up:

- Go to the Keystone website [www.kppm.com](http://www.kppm.com) and click the "Client Login".
- Select "Make a Payment" in the Transactions and Statements section.
- Choose an online payment option:
  - You may set up a one time or recurring ACH payment at no cost or
  - You may also choose to pay your assessment using Visa, MasterCard, or Discover. (There is a 3.5% convenience fee per transaction if you pay via credit card.)

#### Check or Money Order - PAYMENTS BY MAIL:

How does it work and what do I need to do?

- Payment by check or money order are accepted via regular U.S. mail.
- Please note the **new remittance address** on your association statement.
- Mail your statement remittance stub and your check, payable to your association, to the **new remittance address** listed on the statement.

#### Online Bill Pay - PERSONAL BANK ACCOUNTS:

How does it work and what do I need to do?

Many members now have access to online payments through their personal bank's Online Bill Pay options.

- **IMPORTANT: If you are currently using you bank's Online Bill Pay, please DELETE the payment record and set up a completely new payment with your account number and remittance address from your statement. DO NOT edit the payment by changing the address. That could cause your payment to be misrouted or returned to you.**
- To set up a new online bill pay through your personal bank, navigate to your bank's website, follow the instructions to add a new payee and create a new payment record using the new account number and remittance address located on your association statement.