

# Payment Options and Instructions

## Online Payment

### ▶ How does it work?

You may set up your own personal and secure online payment account with Serenoa HOA, which will allow you to make EFT payments via your checking account or by credit/debit card. E-check payments are subject to a \$2.95 fee. Debit card payments are subject to a \$7.95 fee. Credit card payments are subject to a 2.95% convenience fee.

### ▶ What do I need to do?

- Go to [www.elliottmerrill.com](http://www.elliottmerrill.com) and click on "Pay Online".
- You will be redirected to our affiliated online payment provider, Caliber Portal.
- IF you are new to this, you will need to create login
- Type your account number as it appears on your coupon booklet or billing statement in the corresponding field and email address.
- Next select your name from the list that appears.
- You will then be sent an email to start the login process.
- You will be directed to your own personal and secure payment account from which you may initiate a one-time payment and/or set up automatic payments.

## ACH/Recurring Automatic Draft

- ▶ **How does it work?** Your assessment will be automatically deducted from your checking or savings account on the *third business day* of each month in which assessments are due.
- ▶ **What do I need to do?** Complete and return the Authorization Agreement for Direct Payment along with a blank, voided check from the account that you wish to have us debit. You may contact the Accounts Receivable Department at 772-569-9853 to obtain the authorization form.

## Your Bank's Online Bill-Pay

- ▶ **How does it work?** You will set up Serenoa HOA as a payee with your bank's online banking bill-pay service, and your bank will issue a check to the Association on your behalf, according to the information provided by you.
- ▶ **What do I need to do?**
  1. Log on to your bank's website.
  2. Follow your bank's online instructions for setting up a payee, and please complete your bill-pay setup **exactly** as follows:
    - Payee: **Serenoa HOA**
    - Address 1: **c/o SouthState Bank**
    - Address 2: **PO Box 668047**
    - City: **Miami** State: **FL** Zip: **33166-9410**
    - Account Number/Reference Number: **As it appears on your coupon or billing statement.**

**Note:** Payment via this service typically takes 5 to 7 business days for delivery and processing; therefore, please schedule your payments accordingly.

## Check by Mail

- ▶ **How does it work?** Each time an assessment comes due you will write a personal check and submit same to the Association through the US Mail.
- ▶ **What do I need to do?**
  1. Make your check payable to Serenoa HOA for the amount due.
  2. Note your account number on the memo line of your check.
  3. Mail payment along with your coupon or the bottom portion of your billing statement in the remittance envelope provided or just mail your check to the address provided above.

NOTE: It is not required of you to participate in this payment service. If you wish to utilize this service and have your account automatically debited for payment of the quarterly assessments due to Serenoa HOA, please complete and return this form. Thank you!

**AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS  
(ACH DEBITS)**

**NOTE: A VOIDED CHECK MUST BE ATTACHED TO THIS FORM TO BE PROCESSED PROPERLY**

I (we) hereby authorize Serenoa HOA and its agent, Elliott Merrill Community Management, hereinafter called "Company," to initiate debit entries to my (our) Checking Account or Savings Account (select one) indicated below at the depository financial institution named below, hereinafter called "Depository," and to debit the same to such account for the purpose of collecting assessments for my community association. I (we) understand that this debit will occur on or about the 3<sup>rd</sup> business day of each quarter in which assessment payments are due. *We are only authorized to debit your account for payment of the budgeted assessments NOT for special assessments.* I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of United States law.

Depository Name: \_\_\_\_\_ Branch: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Routing Number (9 digits): \_\_\_\_\_ Account Number: \_\_\_\_\_

This authorization is to remain in full force and effect until Company has received written notification from me (or either of us) of its termination in such time, and in such manner, as to afford Company and Depository a reasonable opportunity to act on it.

For: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Your Serenoa Address

Name(s): \_\_\_\_\_ (Please print) \_\_\_\_\_ (Please print)

Signature(s): \_\_\_\_\_

Phone #(s): \_\_\_\_\_

Email(s): \_\_\_\_\_

**PLEASE RETURN FORM AND VOIDED CHECK TO:**

Elliott Merrill Community Management  
Attn: Accounts Receivable  
835 20<sup>th</sup> Place - Vero Beach, FL 32960

Questions? Contact accounts receivable at 772-569-9853.

**Please do not write below this line. For office use only.**

Date Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date entered into Caliber: \_\_\_\_/\_\_\_\_/\_\_\_\_ By: \_\_\_\_\_



*Elliott Merrill Community Management*

835 20<sup>th</sup> Place  
Vero Beach, FL 32960  
772-569-9853  
Fax 772-569-4300

## **OWNER CONTACT INFORMATION**

*Please complete and return this form to [kathya@elliottmerrill.com](mailto:kathya@elliottmerrill.com)*

ASSOCIATION:                    **SERENOA HOA**

PROPERTY ADDRESS:

NEW OWNER NAME: \_\_\_\_\_

PLEASE MAIL ALL ASSOCIATION CORRESPONDENCE TO THE FOLLOWING ADDRESS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TELEPHONE NUMBER(S):            HOME: \_\_\_\_\_

CELL: \_\_\_\_\_

CELL: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

SIGNATURE(S): \_\_\_\_\_

*By signing this form I/we authorize the Association and its Agent, Elliott Merrill Management, to communicate with me/us via email.*

The information provided herein is made in good faith to the best of our ability as to the accuracy.

[www.elliottmerrill.com](http://www.elliottmerrill.com)