

Updated Payment Information

Please be advised that the previous coupons you received prior to Castle Group becoming the management company, will no longer be valid.

Alliance Association Bank is the new association bank for Ormond Lakes. If you had previously been enrolled in Auto Pay, now with the change in banking institutions, you will be required to re-enroll in Auto Pay in order for your account to be debited the quarterly fee each quarter; please select the

Option 1 instructions on the following page to enroll in Auto Pay. If you use Bill Pay through your bank, please update the mailing address to the P.O. Box below. Please mail all payments starting July 2021 to:

**c/o Alliance Association Bank
P.O. Box 621073
Orlando, FL 32862**

Additionally, residents will be able to pay for the year in full if preferred. If you paid your account in full in January 2021, it will be transferred over to Castle.

If you have any questions or concerns, please do not hesitate to contact our Resident Services Team at 1-800-337-5850.

Sincerely,
Castle Management, LLC.

METHODS OF PAYMENT OFFERED BY CASTLE GROUP

Castle has a variety of options for you to make your quarterly maintenance payment as shown below. Please feel free to call or email us if you need assistance.

Option 1: Automatic Withdrawal (AutoPay) - The Association will withdraw your payment between the 5th and 10th of the month from your bank account. (HIGHLY RECOMMENDED)

Enrolling in AutoPay eliminates the hassle of writing a check each month, avoids mailing fees, guarantees that your payment will be received on a timely basis and is a wonderful way to participate in our CastleGreen initiative. If you are interested in joining AutoPay, type the following link into your browser: <https://castleclick.castlegroup.com/autopay> and follow the steps to join. You will be asked to enter your account number and last name as listed on your coupons. You can also visit our website at www.castlegroup.com, select Resident Services/Manage Autopay, and enter the requested information. There is no charge for you to utilize AutoPay.

Option 2: One Time Payment - Make a payment online using your bank account or credit card.

One Time Payment is used to make a payment online using your bank account or credit card. Go to our website, www.castlegroup.com. On the top left corner of your screen, click where it says "Pay Online". The next screen asks for your first and last name, email address, and account number as listed on your coupons. If a unit is owned by a company, you will need to enter the full name of the company in the last name field. There is a service fee of \$3.99 for debit card payments, and 3.5% of the overall change for credit card payments.

Option 3: Mail a check with a coupon.

Make your check payable to the Association and mail your check and coupon to the address listed on your coupon.

Option 4: Utilize Bill Pay Service through your bank - Please note that these payments are typically sent without a coupon and there may be a delay in the posting of these payments.

If you currently use a Bill Pay service with your bank, please update your recurring payment amount with the periodic payment shown on your coupons, update the mailing address for your payment, and confirm the account number in the memo section of the payment set-up is the same as the account number shown on the coupons to avoid any delay in the posting of your payments. Please also note the due date on your coupons and schedule your payments to be initiated at least 10 business days prior to that date to avoid late fees.

If you have any questions, or require clarification, please do not hesitate to contact our Resident Services Team at 1-800-337-5850 or email residentservices@castlegroup.com.