



EUGENE BURGER
MANAGEMENT
CORPORATION

11601 Blocker Drive
Suite 200
Auburn, CA 95603

TEL 530-745-9801
FAX 530-745-9804

INTRODUCTION TO EUGENE BURGER MANAGEMENT CORPORATION (EBMC)

Dear Owner:

This letter introduces you to Eugene Burger Management Corporation, the company your Board has selected to provide the Association's financial management services.

As your property management company, we believe that the road to client satisfaction rests with sound fiscal management, open member communication and all parties working together. At Eugene Burger Management our clients come first. Our staff is pleased to be a part of your community.

If you should have any questions or need assistance concerning matters pertaining to your account balance, payment options, etc., please feel free to call our office or email us so that we may address your concerns in a timely fashion. The following information includes Contacts, Payment Options & EBMC Portal Access.

MANAGEMENT STAFF

Primary Contact: Karen Brigg, Senior Vice President – karenbrigg@ebmc.com

Secondary Contact: Kristine Eperson, Office Manager - kristineeperson@ebmc.com

Jamie Knutson, Accounts Payable - Jamieknutson@ebmc.com

Colbie Hartwell, Accounts Receivable – colbiehartwell@ebmc.com

If you should have any questions or need assistance concerning matters pertaining to your account or the Association, please feel free to call EBMC at 530.745.9801, or email our office at auburnoffice@ebmc.com.

Eugene Burger Management-Auburn
Post Office Box 468
Sacramento, CA 95812
Office (530) 745-9801
Fax (530) 745-9804
Email: auburnoffice@ebmc.com

Office hours are 8:30 until 5:00 Monday through Friday

PAYMENT METHODS:

Your bank's bill pay service to:

Sierra Springs Owners Association
c/o Eugene Burger Management
P.O. Box 468
Sacramento, CA 95812

Pay Assessments Online – Auto Pay (ACH)

You can make automatic recurring online bill payments by e-check (ACH) from your bank account. Please complete the enclosed ACH Form. There is no cost to you when making payments online via ACH.



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Pay Assessments Online – Web Portal

You can set up to have automatic recurring online payments through the web portal or you can choose to make one-time or monthly payments. There is no cost to you when making payments via the web portal if you use your routing and account #. There is a fee of 2.50% of the amount charged if you choose to pay with a credit, debit, or Visa card.

Pay Assessments by Checks (Be sure to include your account #)

Sierra Springs Owners Association
c/o Eugene Burger Management
P.O. Box 468
Sacramento, CA 95812

Sincerely,

Karen J. Brigg

Karen J. Brigg
Senior Vice President



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ACH DEBIT PROGRAM

The Association's banking institution has put together a tailored package to meet the needs of your Association and also provide convenient banking services to Association members.

ACH

Automatic payment will be available to all homeowners at no charge. Electronic transfer (also known as direct payment) allows the Association's bank to access an owner's bank account by computer. The cost of stamps, envelopes, and checks; the concern over lost checks or slow mail service; and the sanctity of one's personal time make direct payment features attractive and convenient for homeowners.

Your Association benefits as well, through improved cash flow, reduced delinquencies, reduced costs, and decreased bank service fees. In addition, this is an excellent way for frequent travelers to rid themselves of the worry of paying their Association fees on time. Those on fixed incomes or who have annuities deposited on a pre-set date each month, will find direct payment to be a welcome advantage.

ACH PROGRAM - HOW DO WE GET STARTED?

Those wishing to participate must first complete the application form which has been provided in this package and return it to Eugene Burger Management Corporation at Post Office Box 7668, Auburn, CA 95604-7668 (FORM INCLUDED). The processing will normally take 60-days from receipt. So be sure and include your current payment with the form. Although direct debit may not be for everyone, it is efficient and cost effective.

LOCKBOX SERVICE

US Bank will also be providing a "Lockbox Service" at no charge to the Association. This banking service allows the monthly assessment payments from all homeowners not using the ACH program (electronic fund transfers) to be directly deposited into the Association's bank account.

HOW DOES THIS WORK?

Homeowners will receive new coupon books with a new post office box for future use. Please use these to send in your payments. Future payments will go directly to the bank versus the Management Company's post office box. The bank will post each check as it comes in directly into the Association's operating account.

Our management company will be able to provide faster service to your Association because they will not have to process each check and deposit it manually. By using pre-encoded coupons, errors will be held to a minimum.

ARE THERE CHARGES?

Because of the relationship US Bank has with Eugene Burger Management Corporation, US Bank has elected to waive all charges to your Association. The Association will pay no monthly service charges, or charges for deposit slips or endorsement stamps.



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If you are interested in participating in this program, please fill out the included form as follows:

1. Mark which account you'd like your funds withdrawn from, Checking or Savings.
2. Depository Name – Name of your bank or credit union.
3. Branch – Note which bank branch you use (it's noted on your checks)
4. Provide the City, State and Zip for which your bank branch is located.
5. Confirm with your bank what the ABA routing number is for ACH Debits and provide this.
6. Print your name, date the form and provide your legal signature where noted.
7. Provide a clear photocopy of a check or provide a "voided" check when you return this form.

WHAT IS CONDO CAFÉ?

Condo Café is your Association's Owner's Portal where you can view your account and make payments. On Condo Café you can set up automatic payments or make a one time payment to your account. There is no charge for this service if you are paying directly from your bank account. There is a 2.5% fee if you choose to use a credit, debit, or Visa card for your payment. Your registration instruction letter is included below.

If you have any further questions or concerns, please contact Eugene Burger Management Corp. at 530-745-9801.

Thank you.



EUGENE BURGER MANAGEMENT CORPORATION

«Propbut9_SPHYADD1» «Propbut9_SPHYADD2» «Propbut9_SPHYCITY», «Propbut9_SPHYST» «Propbut9_SPHYZIP»
Phn: «Propbut9_SDIST_OFFICE_PHONE» Fax: «Propbut9_SDIST_OFFICE_FAX»

January 10, 2023

«FormalName»
«OwnerCondensedAddress1»
«OwnerCondensedAddress2»
«OwnerCondensedAddress3» «OwnerCondensedAddress4» «OwnerCondensedAddress5»

«PropertyName» Online Portal Registration
«UnitAddress1» «UnitAddress2» «UnitAddress3» «UnitCity», «UnitState» «UnitZip»

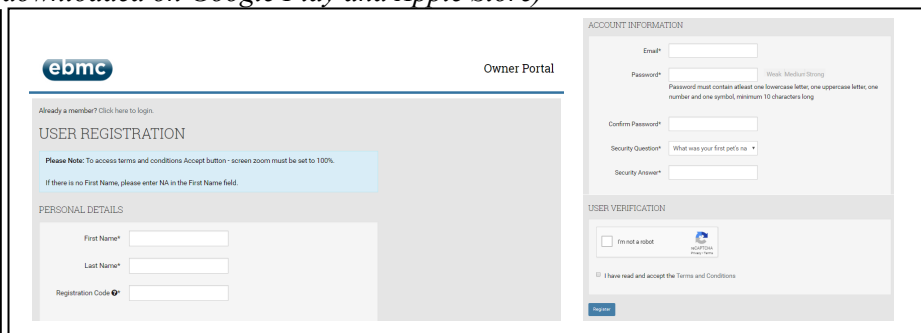
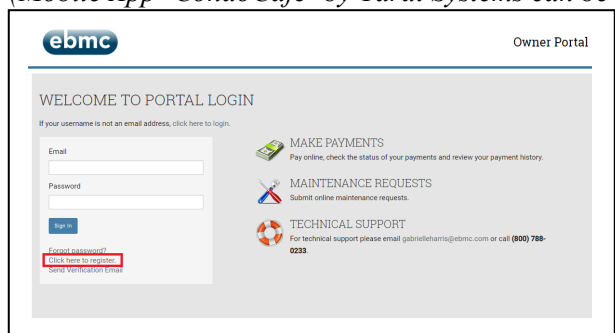
Dear «FormalName»,

Please register for secure online access to your account information. Once you have registered, the following features will be available to you:

- View account information & online statements
- Submit maintenance requests
- Download forms and documents all in one convenient place.
- Submit online payments
- View calendar reminders, and

Register now at: <https://www.ebmc.com/HOA-Portal>

(Mobile App 'CondoCafe' by Yardi Systems can be downloaded on Google Play and Apple Store)



1. Click on “Click here to register” link
2. First Name: «FirstName»
(If no name listed enter NA)
3. Last Name: «LastName»
(must be entered exactly as shown)
4. Registration Code: «Code»
(Account number for you in our system)
5. E-mail Address: **Preferred E-mail Address**
(Note: You can use another e-mail address other than the one this notice was sent to. If you use an e-mail address other than the one we have on file for you, please be sure to change your e-mail address in your profile to complete the e-mail address update in our system.)
6. Password: **Choose your password**
7. Confirm Password: Re-enter chosen password
8. Select a security **Question**
9. Select a security **Answer**
10. Complete security CAPTCHA to confirm you are not a robot.
11. Check box to accept the “Terms and Conditions”.
12. Click “**Register**”
13. Check your e-mail to click on the verification link provided
14. Enter your e-mail address
15. Enter your chosen password
16. Check “**I’m not a robot**”
17. Click on “**Authenticate User**”
18. You will now be signed into your account within the portal and registration is complete!



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Phn: «Propbut9_SDIST_OFFICE_PHONE» Fax: «Propbut9_SDIST_OFFICE_FAX»

Register Additional Accounts

(For owners who own multiple homes in EBMC-managed Associations)

1. The above registration process must be done for each additional home or property you own. The only difference in registration is that you will not need to verify the e-mail address. Contact your local office to obtain the registration information on additional properties. You will need the following: ***First Name, Last Name, and Registration Code.***

Processing Fees: EBMC has contracted with Yardi Systems to provide the portal service. One of the services provided is the ability for owners to make payments online. The methods of online payment available include e-check, credit, debit, and Visa card (Visa, MasterCard, American Express and Discover). A processing (convenience) fee applies only to payments made via credit, debit, or Visa card. Fees are as follows:

Electronic Check – Free (*No Charge*)

Visa, Discover, Master Card, and American Express - 2.5%

NOTE: (ACH and Credit Card Transactions may appear on your Bank Statement with “Eugene Burger” in the description.)

Please email PortalSupport@ebmc.com if you need additional assistance.

EUGENE BURGER MANAGEMENT CORPORATION

Agent for «PropertyName»