

December 10, 2023

Dear Crossings at Irving Condominium Co-owners

We are writing to inform you that after careful consideration, the Board of Directors has decided to transition our banking relationship from Bank of America to First Citizens Bank. This strategic move was undertaken to minimize Association banking fees and offer you, our Co-owners, more ways to eliminate the dues processing fees that many of you are currently paying with Zego and Bank of America.

Given this change, and in order to inform you of the various options you have going forward to make your monthly dues payment, please select one of the methods of payment below.

No-cost payment options

1. Checks prepared by you and mailed directly to the bank. Please include your payment coupon and address envelopes to:

Crossings at Irving Avenue
P.O. Box 65764
Phoenix, Az 85082-5764
Acct#730-(****)-CU

***** is your 4-digit address or for those with 3-digit addresses, the 3 digits plus the first letter of your street name*

4-digit address example - #730-1234-CU

3-digit address example - #730-123J-CU

Account Numbers can also be found on your payment coupons.

2. Checks prepared by you and mailed directly to Property Services Group, our Management Company. Address payments to:

Crossings at Irving Avenue
C/O Property Services Group
P.O. Box 1287
Troy, MI. 48099

Please remember to include your payment coupon. Please be aware that payments sent to Property Services Group will result in processing delays for up to 7-10 business days.

3. Use Bill Pay if it is available at your bank or credit union. Most banks and credit unions now offer this service free of charge and allows you to send 1-time payments or recurring payments directly to the payee. Most banks and credit unions will even allow you to automatically stop the payments after a certain number of recurring payments. Most banks will also notify you by email or text when the payment is being sent if you request.

If using Bill Pay as your payment method, use the Phoenix, Arizona address described in #1 above. You will be required to enter your account number (located on your payment coupon and described in 1 above). If asked for a Biller phone number, it is (866) 800-4656. You will also likely

have a comments section where you can just put “Monthly dues, (your street address), Crossings at Irving Avenue”.

4. Use ACH payment process. ACH payments are similar to the automatic pay method you may already be using for car, cell phones and utility payments. If interested in this free service, complete the Preauthorized Electronic Assessment Payment Service Agreement and Disclosure Statement attached to this email and send it to:

Crossings at Irving Avenue
C/O Property Services Group
P.O. Box 1287
Troy, MI. 48099

Again, this service, is **free** and allows Property Management Services to “pull” dues monthly from your elected checking account. Please remember to include a voided check with your completed form.

Fee-Based Payment Options

All fee-based payment options are available as online payments only.

1. For payments using First Citizens fee-based options using e-check (\$1.95 fee) or Credit Card (2.5% processing fee), follow the instructions below.
 - Go to [HTTPS://PROPERTYPAY.FIRSTCITIZENS.COM](https://PROPERTYPAY.FIRSTCITIZENS.COM).
 - Choose “PAY ASSESSMENTS” and complete the form as requested. You will need the following info:
 - Your personal information
 - Management ID – **6038**
 - Association ID – **000730**
 - Property/Acct. Number - 000730-(your 4-digit alphanumeric identifier)-CU
2. For Co-Owners wanting to continue using GOZEGO (\$3.95 processing fee) please continue to make your payments at WWW.GOZEGO.com. Remember, your account number for GOZEGO is 730-Your House Number-CU.

Hopefully you have found this to be both informative and helpful. Have a happy and safe holiday season.

Your Crossings at Irving Board of Directors and
Stephen Klahn, Property Services Group, Inc.