



Seven Lakes Homeowners Association

December 6, 2021

Re: 2022 Homeowner Dues

ALL SEVEN LAKES HOMEOWNERS:

Everyone is already aware of our transition to Seven Lakes Homeowners AppFolio Property Manager software system, offering a variety of convenient and secure ways for you to pay your HOA dues online via your Online Portal. Starting on January 1, 2022, you can access your portal and make a payment on your 2022 dues.

As a reminder, you access your portal through the website sevenlakeshoa.appfolio.com/connect or the Appfolio app on your phone.

If you are experiencing difficulty in portal set up, or have any questions go online to <https://www.appfolio.com/help/owner-portal> or you can email 7LakesEmail@gmail.com monitored by Joy Perkins, our Communication Director, and she will assist you. Until you set up your online portal, please mail your HOA Dues check and/or other payments to Seven Lakes Homeowners Association, 8658 Seven Lakes Drive, Ooltewah, TN 37363.

HOA dues charged for 2022 will remain at \$700.00 annually. The following HOA dues payment options remain available for 2022:

Paid in full by January 31, 2022: \$665.00 (a 5% discount of the \$700.00)

2 payments: \$350.00 paid before January 31 & \$350.00 paid before July 31

4 payments: \$180.00 paid before January 31
\$180.00 paid before April 30
\$180.00 paid before July 31
\$180.00 paid before October 31

A late fee of \$25 per month will be applied to all overdue invoices.

Any inquiries can be made directly to any HOA Advisory Board member, each name and email address is listed on our website, sevenlakessubdivision.com. Thank you for your continued support in making Seven Lakes Subdivision a great place to live.

Your HOA Advisory Board



APPFOLIO PORTAL INSTRUCTIONS

Whether you choose to use the website or mobile app, the process is the same.

To access via your computer:

1. Go to www.sevenlakeshoa.appfolio.com/connect
2. Enter your email address and password
3. Click on Log in

To access via the mobile app:

1. Download the app to your phone
 - a. Online Portal by Appfolio
2. Enter your email address and password
3. Click on Log in



The screenshot shows the 'Seven Lakes Online Portal' login interface. It includes a logo at the top, followed by the text 'Online Portal'. Below this are two input fields: 'Email address' with the example 'Homeowner@gmail.com' and 'Password' with masked characters. A 'Forgot Your Password?' link is positioned below the password field. At the bottom, there is a blue 'Log in' button.

Once you log in you will see the Home Page

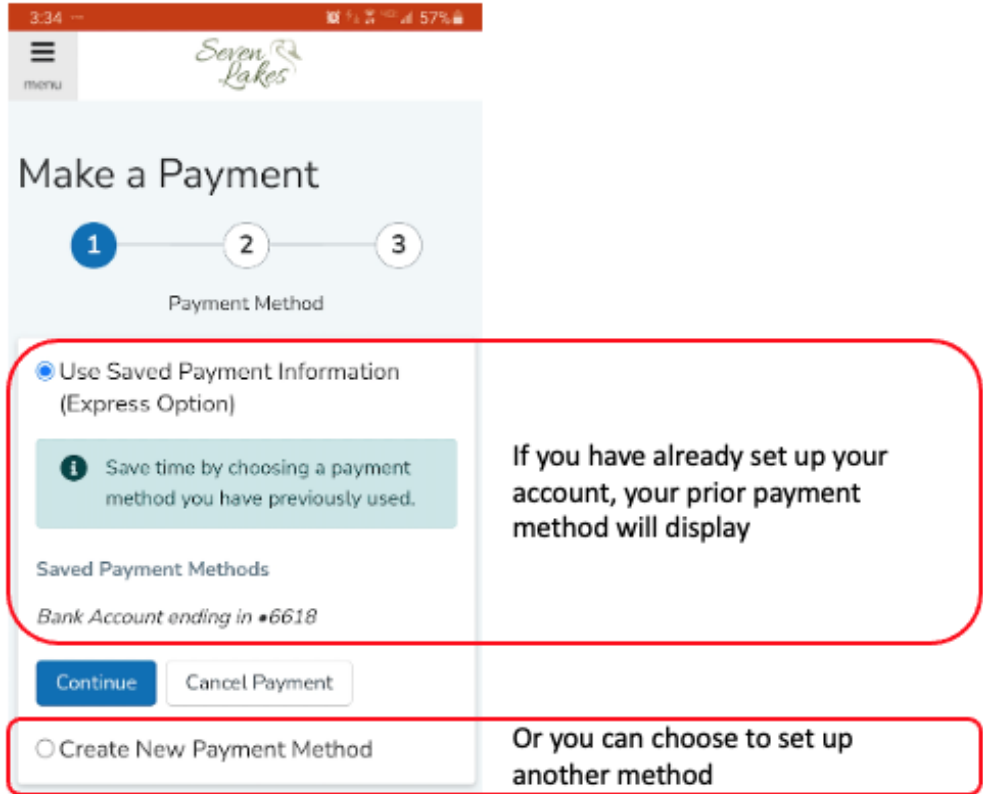
The screenshot shows the mobile app's home page. At the top, there is a 'Home' header. Below it, the 'Your Current Balance' is displayed as '\$700.00', with a note that the 'Next bill due on December 06, 2021'. Two buttons are visible: 'Pay Now' and 'Set Up Autopay'. Below these is a dropdown menu currently set to 'December (This Month)'. At the bottom, a table lists the balance components: 'Association Dues Charged on 12/06/2021' for \$700.00, and a 'Total Balance' of \$700.00.

Annotations in red boxes provide instructions for each section:

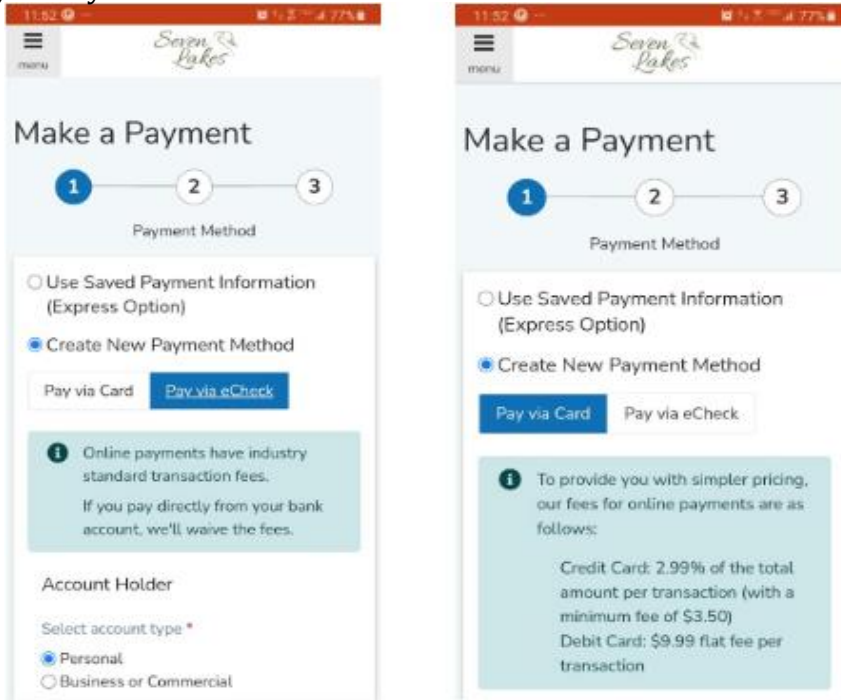
- Balance Section:** 'Current balance (if any) will display' points to the \$700.00 amount.
- Payment Section:** 'Choose to Pay Now – one time payment' and 'Or Choose to set up Autopay to pay your dues every year at the same time' describe the two payment options.
- Table Section:** 'This area will describe what your balance is for' points to the table listing the dues.



Make a Payment screen:



Select the type of payment you would like to make



You can set up to pay directly from your checking/saving account or on your credit/debit card.

There is no charge for E-checks. Credit/Debit cards have a fee associated with the payment.



Enter your payment amount:

The screenshot shows the mobile app interface for entering a payment. It includes a status bar at the top with the time 3:35 and 57% battery. The app header shows the 'Seven Lakes' logo and a 'menu' icon. The main section is titled 'Choose Payment Amount and Date'. It features two buttons: 'One-Time Payment' (highlighted in blue) and 'Autopay'. Below this, it displays 'Your current balance \$700.00' with a 'Charge Details' link, and 'Next bill due on 12/06/2021'. A date picker is set to 12/6/2021. Under 'How much do you want to pay?', the 'Full Balance (\$700.00)' option is selected. A text input field for a custom amount is visible, with a blue arrow pointing to it from the annotation. At the bottom, a summary shows 'Payment Amount: \$700.00' and 'Transaction Fee: \$0.00', with a total 'You are about to pay \$700.00'.

Choose either one time payment or autopay

Enter the date you want the payment made

Select either Full Balance or enter the amount you want to pay.

Remember if paying your annual dues in full in January you only have to pay \$665 – be sure to enter that amount in the field

Finalize payment:

This screen shows the final payment confirmation. It features a large blue button 'Make This Payment Now' and a smaller white button 'Change Payment Method'. Below the buttons is a paragraph of text: 'By clicking the button "Make This Payment Now", I hereby authorize AppFolio, Inc. to initiate an electronic payment in the amount and as otherwise described above. The terms of such payment are set forth in the Terms of Service, which I hereby agree to.'

Click on Make this Payment Now.

You are now done and can exit the program.