

March 26, 2020

Dear Board of Directors and Owners:

UPA is working to navigate these times with as much normalcy as we can, while working within the mandated guidelines of building occupancy. With the Governor's newest mandates, the association managers and much of our support staff will be working from home. While doing so, UPA has discovered that the volume of physical payments coming into the office is more than can realistically be handled by the small onsite staff.

Until such mandates are lifted UPA will no longer allow visitors in our offices to make payments. Therefore, we are encouraging all owners pay online so payments can be processed in the most efficient and timely manner. The best ways to make payments are as follows:

Debit/Credit Card - Go to www.gozego.com to make payments with a debit or credit card. Your Association account number is required. If you need to verify your Association account number, or need assistance with making your first payment online, please contact the Customer Service department at 757-995-1387 or customerservice@unitedpropertyassociates.com 8:30 am to 5:00 pm, Monday through Friday. **Zego.com charges a processing fee of \$2.95 for payments made with a checking or savings account. If paying via debit or credit card, the processing fee is \$2.95 plus 3% of the total payment.**

Automatic Debit (ACH) – If you have already signed up for the ACH program, your payments will be processed as usual.

Online - If you plan to pay your assessment through your online banking, please direct your financial institution to include your account number and to send all payments directly to:

Your Association Name
C/O United Property Associates
P.O. Box 844565
Boston, MA 02284-4565

Mail Payments-You may also mail your payments to:

United Property Associates
525 S. Independence Blvd., Ste. 200
Virginia Beach, VA 23452

Thank you for your consideration and your patience during these times.

Sincerely,

Anita Loonam

Anita Loonam, CMCA, AMS, PCA
Vice President, Association Management Division

GROWTH THROUGH EXCELLENCE