

December 14, 2017

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

**IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH**

**CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!**

**IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK**

**Please complete the steps below to ensure your payment is submitted on-time:**

**1. Update Your HOA Account Number:**

- **Your 10 digit HOA account number is located in the top blue section of the attached January billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

**2. Update Our Payment Address:**

- **If you pay by autopay through your bank**, please update your bank records to reflect Keystone Pacific's new payment address
- **If you pay by sending a check through the mail**, please address all envelopes to Keystone Pacific's new payment address.

New Payment Address:  
File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199-1958

**Or, for fast and convenient processing, you may now take advantage of our new online payment features.**

• **Manage Online Payments:**

You are still able to make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by visiting [www.kppmconnection.com](http://www.kppmconnection.com). Homeowners who complete our survey by February 1<sup>st</sup> will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from January 2<sup>nd</sup> – January 31<sup>st</sup>:  
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600  
Email: [customer@keystonepacific.com](mailto:customer@keystonepacific.com)**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO  
Keystone Pacific Property Management

## We've upgraded!

Now you can sign-up for ACH, view violations, track submitted work orders and manage electronic notifications through our customer portal.

If you pay via Keystone Pacific recurring ACH, congratulations! Your account will be upgraded automatically. You don't need to do anything!

If you pay by check or autopay through your bank, please complete the steps below:

### UPDATE ACCOUNT NUMBER

Please reference your new **HOA ACCOUNT NUMBER**, labeled Account ID on your included billing statement.

### UPDATE PAYMENT ADDRESS

Please mail your **PAYMENTS** to:  
File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199 - 1958

Or

### MANAGE PAYMENTS ONLINE

**WWW.KPPMCONNECTION.COM**

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

### NEED HELP?

**EXTENDED CUSTOMER SERVICE**  
through January 31st:

Mon. - Fri.: 9:00 AM to 9:00 PM  
(949) 833-2600

customercare@keystonepacific.com

## Frequently Asked Questions

### How do I log in?

You can log on at [www.kppmconnection.com](http://www.kppmconnection.com) with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

### What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view violations and violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

### What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

### What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199-1958

### What if I make or want to make payments on the Keystone Pacific website?

After January 3, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at [www.kppmconnection.com](http://www.kppmconnection.com).

### What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

### Will my account balance carry over?

Yes, however your January billing statement will only show January's assessment. It will not reflect your account balance. The account balance will appear on your February billing statement.

### I need Help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

**Extended service hours from January 2<sup>nd</sup> – January 31<sup>st</sup>:  
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600  
Email: [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)**