

Dear Member

Happy New Year from your Board of Directors and your new management company Silvercreek. Unfortunately, due to processing and mailing delays, you will not receive your 2021 Payment Coupon booklets until the end of the month. When you do receive your coupon booklets, you will also receive instructions for paying your dues online. Given these unforeseen circumstances, late fees will not be assessed for January dues payments.

In the meantime, if you have not signed up for online payments, you can mail your January **\$497 check for your monthly dues** (which include the monthly insurance assessment) to our secure lockbox payment processing using the following address:

**Crosswoods Homeowners Association
c/o Silvercreek Association Management
P.O Box 98136
Phoenix Az, 85038**

When mailing your payments, please write your account number (if known), OR your address in the 'MEMO LINE' of your check to ensure prompt posting of your payment. If you plan on using your financial institution's Billpay, please ensure that the address listed above is used as the designated 'Delivery / Mailing Address' to ensure proper posting of your payment(s).

FOR ASSISTANCE WITH SETTING UP YOUR ONLINE ACCOUNT OR MAKING ONLINE PAYMENTS, PLEASE CALL SILVERCREEK AT: (916) 877-7793 OR EMAIL AT: SUPPORT@SC-MANAGE.COM.

Our staff are also available to assist you with in-person questions at the on-site Crosswoods HOA office Monday, Wednesday, and Friday from 12 pm to 4 pm – please see the attached flier for more details.