



Dear Homeowners,

Gassen is switching software solutions from Caliber to AppFolio on March 1st, 2021. **This change will affect the way you pay your Association dues if you are currently enrolled in ACH through Gassen.** Below is some important information for you to be aware of prior to launch.

What Is AppFolio & When Will I Have Access?

AppFolio is a property management software that will replace Gassen Connect. As long as Gassen has a valid email address on file for you, an activation link will be sent to you on 3/1/21 for you to set up AutoPay (ACH) through Appfolio. If you need to provide an updated email address to us, please contact clientsupport@gassen.com (**please also make sure to include your property address in the body of the email "My property address is: ____"**). You may also call our Client Support Team at 952-922-5575 with this information.

If I Am Currently Set Up With Gassen ACH, Will That Continue?

YOUR ACH WILL NOT CONTINUE AFTER 2/28/21.

How Do I Set Up ACH Through Appfolio?

Once you receive an activation link on 3/1/21, you can login to set up Auto-Pay by choosing between E-Check, or by Credit/Debit Card (transaction fees apply when using a card, **we recommend using E-Check, as it is 100% free to you as a homeowner**). You have two (2) options when setting up Auto-Pay via E-Check, **1 - "Fixed Amount"** or **2 - "Pay Outstanding Balance in Full"**. Fixed Amount lets you choose the amount withdrawn, frequency, and which date to be withdrawn. Pay Outstanding Balance in Full will withdraw your entire balance amount on the date of your choosing, however, please be aware that this could include any fines, special assessments, insurance deductibles etc. if applicable.

Will My Existing HOA Account Number Change?

Your existing account number **WILL NOT CHANGE**

Will There Be Any Changes To Using My Personal Bank's Bill-Pay Or Submitting A Physical Check With A Payment Coupon?

You **DO NOT NEED TO MAKE ANY CHANGES** to your existing personal Bank's Bill-Pay. Existing HOA account numbers and Gassen's PO Box will remain the same. **In addition, your payment coupons are STILL VALID and can be submitted just as you are accustomed to doing.**

What Else Can I Do Through The Appfolio Portal?

In addition to making HOA dues payments, homeowners can utilize the portal to submit Architectural Requests, view Association documents, submit Maintenance Requests, upload tenant information, view Association calendar events, customize notification preferences, and more!

To learn more about the Appfolio Homeowner Portal, [CLICK HERE](#).

Sincerely,

Gassen Company