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License # H-62275

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## **Important Information**

As of **November 1<sup>st</sup>**, your payments are being processed by a new lockbox company located in Tampa, Florida. If you are sending in your payments, you will need to change the mailing address to:

(Insert your community name)  
c/o Liberty Community Management  
PO Box 20932  
Tampa, FL 33622-0932

**However**, to make it easier, you can schedule automatic payments directly from your bank account for **FREE**. ClickPay is the new service we are utilizing. If you sign up for this service, even if you are on a quarterly or annual billing, the service is still free. Please see the backside of this letter for information on how to sign-up.

If you choose to make one-time payments via the website, below are the fees associated with these payment types. This is ClickPay's fees, not the association or the management company.

E-checks	\$2.95
Debit Cards	\$9.99
Credit Cards	3.25%

Remember, it's free to sign up for automatic payments, or you can mail in your payment (checks and/or money orders only) to the address listed above.

Do you need your login credentials to the community portal? Please send an email to [info@libertycm.com](mailto:info@libertycm.com).

Do you have questions about your account? Please send an email to [accountservices@libertycm.com](mailto:accountservices@libertycm.com).

Many questions can be answered by logging into your homeowner's account online at [www.LibertyCM.com](http://www.LibertyCM.com).



Homeowner Notice

## IMPORTANT PAYMENT CHANGES

Dear Homeowner,

Liberty Management asks you to please review the following important changes to the way your Assessment Fee payments are accepted.

### INTRODUCING A NEW WAY TO PAY ONLINE

Through this new platform, you will be able to schedule automatic recurring payments direct from your bank account. These automated, recurring payments will be free of any additional fee or charges. Also, you will be able to initiate one-time payments online with American Express or any other major credit/debit card or by e-check (ACH) from a bank account for an additional fee. The **ClickPay** platform provides you the capability to easily manage and track all of the online payments made on the system.

**Important:** If you made payments through our previous online payment platform, please note that your account and any automatic payments set up through this provider will be deactivated on or before **November 1, 2019**. To continue making payments online, or if you are a new user, please click the activation link emailed to you, or create your account with **ClickPay** below:

**[www.ClickPay.com/BankOZK](http://www.ClickPay.com/BankOZK)**

- ① Click **Register** and then create your online profile with **ClickPay**
- ② **Connect Your Unit** using your street address and zip code
- ③ Set up **Automatic Payments** or click **Pay Now** to make one-time payments
- ④ The **Amount Due** will not appear, **Payment Amounts** will need to be manually inputted

**ClickPay** can also be accessed through [www.libertycm.com](http://www.libertycm.com) by selecting **Payments and Resources**, then **HOA Payments**, and then **Pay Now**.

If you wish to mail in your payment via check please send it to the address below:  
**Liberty Community Management, Inc. P.O. Box 20932, Tampa, FL 33622-0932.**

### FEATURES & BENEFITS

- ✓ Set Up Automatic Payments
- ✓ Avoid Late Fees & Save Paper
- ✓ Pay by Credit/Debit Card or e-Check
- ✓ View Your Payment History

### ONLINE PAYMENT SUPPORT

For help with your account, visit **ClickPay's** support center at [www.ClickPay.com/Help](http://www.ClickPay.com/Help) for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.

Thank you for your attention to this matter,  
Bank OZK on behalf of Liberty Management