

## SET UP YOUR PAYMENTS ONLINE

1. Log in to your homeowner portal account on your desktop ([home.ipsde.com](http://home.ipsde.com)) or download the Vantaca Home app onto your smartphone.
2. Accept the terms and conditions
3. Go to Payments > Make a Payment

## ONLINE PAYMENT METHODS

**We offer the following payment options:**

### **Automatic Draft Payment (ACH):**

Put your payments on autopilot to avoid late fees! Payments will automatically be drafted from your savings or checking account on the 5<sup>th</sup> of the month that payment is due.

**THIS IS A NO-FEE OPTION!**

### **One-Time eCheck**

Make a payment through a savings or checking account for special assessments or one-time charges. There is a \$2.50 processing fee.

### **Recurring eCheck**

If the 5<sup>th</sup> of the month doesn't fit your budget schedule, no worries! You can select the date your payment is made and set it up as a recurring eCheck. There is a \$2.50 processing fee for each payment, and you will be responsible for updating your payment date in the event your Association makes a change.

### **Debit & Credit Cards (including Apple Pay and Google Pay)**

Make one-time or recurring payments with any major debit or credit card. There is a 3.49% convenience fee for this option.

## TRADITIONAL PAYMENT METHODS

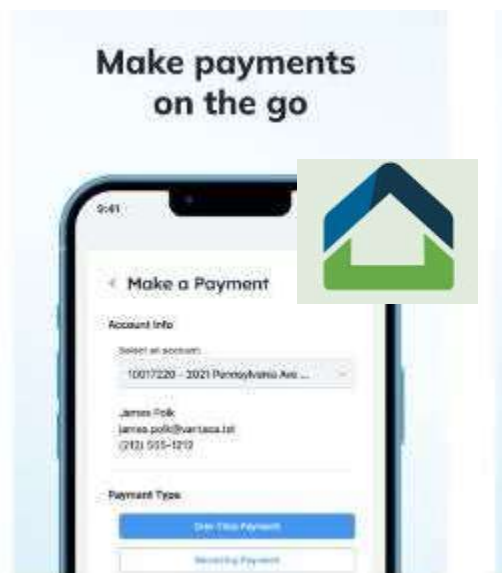
### **Prefer to pay through your bank's bill-pay or mail a paper check?**

If you prefer to mail in a paper check, that's no problem!

If you use your personal bank's bill-pay option, that's no problem!

Just follow the separate instruction sheet titled "How to Pay by Paper Check".

Plus, you're always welcome to drop a check off at one of our offices at 413 Larch Circle, Newport, DE or 18236 Coastal Highway, Lewes, DE



Download the  
Vantaca Home Mobile App



## YOU CAN STILL PAY BY PAPER CHECK

We still accept physical checks – whether you set it up automatically with your bank, or write out a check and drop it in the mail.

However, we do require some **additional information be added to the memo section** of your check so it gets posted correctly, and all **checks must now be mailed to our lockbox.**

If we have your email address on file, you should have received your owner account number and portal login instructions. Please check your spam folder if you don't see that email.

If we don't have an email address on file, you will receive a letter in the mail with this information.

1. Make your check payable to your Association/Community

2. Write your Account Number in the Memo

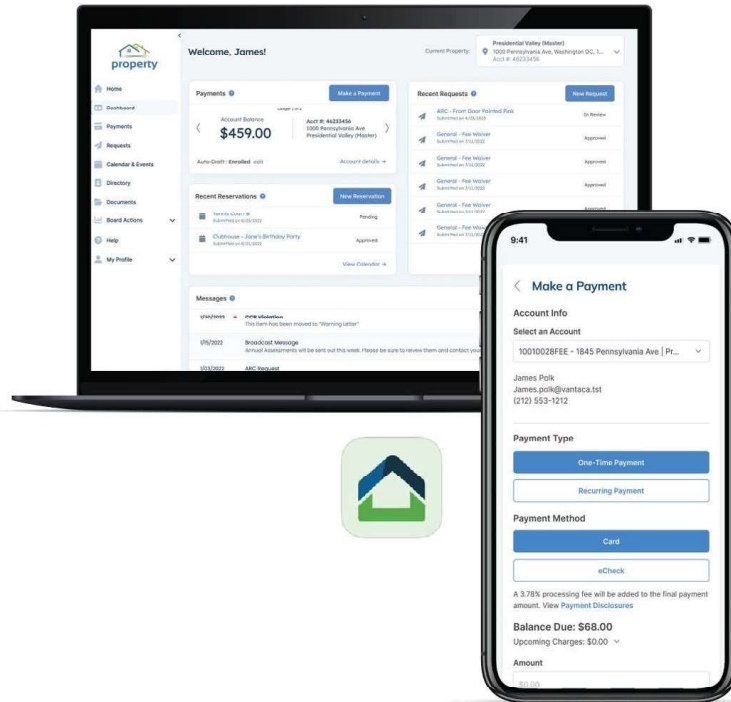


3. Mail your check to







**Your Association/Community  
c/o Investment Property Services  
P.O. Box 98489  
Phoenix, AZ 85038-0489**

## Payments to Your Association

Our payments provider offers a simplified payments experience to you as a homeowner.



### Benefits:

-  **Easy Ways to Pay**  
You can pay from a computer, tablet, or phone.
-  **Payment Reminders**  
If you want, we can send you text reminders so you don't forget to pay.
-  **One Login for All Accounts**  
If you have more than one account, you can pay all of them at once.
-  **Quick Payment Confirmation**  
You will know right away that your payment went through.
-  **Instant Payments Posting**  
More peace of mind knowing your payments have been successfully processed and recorded to your account history.
-  **Very Easy to Use**  
Our payments provider offers a simplified payments experience to you as a homeowner.