VILLAGE FOUR CONDOMINIUM OWNERS ASSOCIATION

MANAGEMENT CHANGE

October 16, 2026

Dear Village Four Condominium Owners Association Property Owner:

Arizona Community Management Services, LLC (AZCMS) was recently selected by your Board of Directors to serve as your new management company. This change is effective November 1, 2026. We are very honored to have been chosen and look forward to working with each of you. We wanted to take this opportunity to introduce ourselves, as well as tell you a little more about our organization.

AZCMS is devoted exclusively to the management of community associations. We are located in Scottsdale at 15300 N 90th St, Ste 800. Our company philosophy is "The HOA Business is a People Business." Our number one goal is to serve our clients. Among other accomplishments, we are proud to be a member and sponsor of Community Associations Institute (CAI) and were recently ranked by Ranking Arizona as one of the top ten management companies in Arizona. Each team member undergoes continual education training through CAI. Through this organization, the staff earn industry designations and accreditations, as well as being kept informed of the latest governmental and operational trends in the field of community association management and Arizona law.

While we are very proud of these unique aspects, we are most proud of the reputation we have earned from years of industry experience. One of our greatest qualities is our responsiveness. There are countless ways we ensure communication with homeowners, but the greatest influence is our innate ability to employ a team of professionals. We look forward to a long working relationship and encourage each of you to contact your community management team with any questions or concerns:

- Accounting Specialist – Naomi Yu – NYu@azcms.com
- Resident Support Specialist – Support@azcms.com
- Transitional Community Manager – Roberta Reuillard – RReuillard@azcms.com

To help us in managing your community, we ask that you complete our on-line "Homeowner Information Form" as soon as possible. https://azcms.com/homeowner-information-form/ . We do not share this confidential information with anyone outside of our organization. If you have any questions, please let us know.

Sincerely,

Karen Kass, PCAM®, CEO/President

VILLAGE FOUR CONDOMINIUM OWNERS ASSOCIATION

WAYS TO PAY YOUR ASSESSMENT

PLEASE WAIT TO SET UP OR REMIT PAYMENT UNTIL NOVEMBER 1, 2026.

IT IS EASIER THAN EVER TO PAY YOUR ASSESSMENTS!

I. ONLINE BILL PAY (THROUGH YOUR BANKING INSTITUTION)-No Banking Charges

1. Log in to your online banking and set up Village Four Condos as a new payee. You will be using an address in Texas but that is only for payments and is not the association address. That address is PO Box 1120, San Antonio, TX 78294-1120.
2. When asked for an account number to reference, please use your assigned account number, found on the introduction letter you will receive via mail.
3. Most banks can send payments via 1-day EFT while others may take up to 7-10 business days. It will state the time frame in your banking platform.
4. Assessment amounts need to be manually updated as the fees change; they will not increase for you.

II. CHECK PAYMENTS-No Banking Charges

1. Your check should be payable to Village Four Condos and include your account number on the memo line. Your assigned account number will be referenced on the introduction letter you will receive via mail.
2. You will be mailing the check to an address in Texas but that is only for payments and is not the association address. Please allow 7-10 business days for delivery and send to the address below which is for payments only:

   Village Four Condominium Owners Association

   PO Box 1120

   San Antonio, TX 78294-1120

III. COMING SOON! ONE-TIME OR SCHEDULED AUTO PAY THROUGH YOUR PORTAL-Fees May Apply

This feature will be available once your homeowner portal has been activated after 1/1/27. You will receive a separate letter with the log in information and payment instructions. We will not be assessing late fees during this time.

IV. CASH PAYMENTS NOT ACCEPTED

*****Sign up for electronic delivery!*****

Please email your authorization to receive all items, including billing statements, via email to support@azcms.com.

15300 N 90th St, Ste 800, Scottsdale, AZ 85260
p: 480.355.1190 www.azcms.com

AZCMS.com

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FREQUENTLY ASKED QUESTIONS

The information enclosed will help you make the most of our services and answer many of the questions that residents have during the transition period.

Q: I have already mailed my payment to the former management company. What happens now?
A: The former management company should forward your payment to AZCMS during this transition process.

Q: Do I have to cancel my ACH debit payment process with the former management company?
A: This should be an automatic cancellation, but you should contact the former management company to confirm.

Q: Do I have to notify my online banking bill pay service of a new account number and mailing address?
A: Yes. You will have to cancel your old online banking bill pay and start a new one. Your new account number can be found on the first page of this mailer. Please send payments to:

Village Four Condominium Owners Association
PO Box 1120
San Antonio, TX 78294-1120

Q: What are my payment options?
A: We have provided several methods of payment to make it easier than ever to pay your assessment. Please reference the '*Ways to Pay Your Assessment*' sheet included in this packet for all payment options.

Q: **What if I want to make a payment before I receive my statement?**
A: Please send payments (made payable to Village Four Condominium Owners Association) to the address listed above. Make sure your name, property address and/or account number are listed on the check so we can process your payment in a timely manner.

Q: Why are we using an address in Texas?
A: The PO Box in Texas is only for payment processing. It is a secure PO Box known as a "lockbox".

Q: Who can I contact when I need assistance with an issue or have a question regarding the community?
A: AZCMS is open Monday through Thursday from 8:30 AM to 5:00 PM, and Friday from 8:30 AM to 2 PM. Your management team can be reached at (480) 355-1190.