

Using PayHOA to Pay Your Annual POA Dues

Beginning with this year's billing cycle, which starts May 1, 2022, the POA is now using a new system for records management and invoicing. The software is called PayHOA. Over 12,000 HOAs and POAs across the country use this software to manage their data.

The exciting thing for all of our members is that you can now manage your account online and pay with a credit card! Once you receive your bill, you will be able to login and request a signup. You must supply your email address. One of our system administrators will then link your email address to your account in the system and send you an account activation email. This may take up to 24 hours, so be patient! Once you receive the activation email, you will then be able to access your account, pay your bill online, manage your data, such as address changes, adding a phone number, etc. Once we have your email address in the system, all future bills and notices will be emailed to you, instead of being mailed. If you wish to print a copy of your bill for your records, you can do that inside PayHOA when you are accessing your account.

To pay with a credit card, there is a small convenience fee of 2.9% plus \$.30. For example, if you are just paying for one lot, this will be \$1.75. You can also pay by echeck with a \$1 fee. Of course, you can still do it the old fashioned way and mail a check or money order to the POA, as you have always done in the past. We think many folks will enjoy the convenience of being able to pay online. We have received many requests for this option in the past several years.

From a security standpoint, PayHOA does not store any bank account or credit card data in their platform or on their servers. When you input bank account or credit card data, you are actually providing it directly to the payment processor, Stripe. Here is a link about Stripe and their security: <https://stripe.com/docs/security/stripe> -- they are a multibillion-dollar company and are level 1 PCI compliant. PayHOA uses a process called tokenization which allows them to use a token to process payments via Stripe on PayHOA. However, this token has zero value outside of PayHOA if someone were to access it. This means that if someone were to hack into your PayHOA account (which is very unlikely), they wouldn't be able to access any of your bank account or credit card data because it is not anywhere in the PayHOA site or on their servers.

In addition to not storing any sensitive payment data, they scan their servers each quarter for PCI compliance. All servers have received an "A" security rating on the most recent scan.

Key Ranch Estates has their own link for their PayHOA account. If you wish to get signed up before you receive your first bill, you can do so by following the link below. This will send a request to our system administrators and one of them will link your email to your account. Once they do that, which may take up to 24 hours, then you will be sent an activation email from the PayHOA system to allow you to create a login to your POA account.

<https://app.payhoa.com/auth/join/13971-key-ranch-estates-poa>

If you have any questions, you can email the POA at info@keyranchpoa.com, or call Sue High at 903-778-4668, or Marcella McKinney at 903-778-5220.