



3416 OLANDWOOD CT. SUITE 210
OLNEY, MD 20832
301.924.4050 (T)
301.924.9389 (F)
www.IKOCommunityManagement.com

December 22, 2020

***Important* - Homeowner Notice** **NEW PAYMENT PORTAL & PAYMENT ADDRESS CHANGE**

Dear Homeowner,

IKO has now implemented the following updates for payment processing. ***Please make note of the following important information for the ways we accept your payments. Also note, if your Association assessment amount has changed for 2021, no matter which payment method you currently use, you will need to update the payment amount.***

CHANGE OF ADDRESS FOR PAYMENTS

The mailing address for accepting payments made by paper check, money order, and Online Bill Pay has changed. If you pay by check or money order, please mail your payments to the address below moving forward. ***If you pay through your own bank's Online Bill Pay feature, please log in to your own online bank account and update the payee's address as follows:***

**P.O. Box 61024
Newark, NJ 07101**

Checks should continue to be made payable to the Association name listed on your coupon. Include the remittance slip with your payments by mail and make sure to include your property account number (found on your coupon) in the notes section of your check or your Online Bill Pay settings.

CHANGE TO IKO's RECURRING E-CHECK PAYMENTS

Please note that we have moved our Recurring E-Check payments over to ClickPay. ***If you are currently paying via the IKO Portal recurring E-Check and your assessment amount has not changed for 2021, there is no action required on your part.*** Your payments will continue to be processed automatically. ***If your Assessment amount has changed for 2021, please login to the IKO Portal and use ClickPay to update the payment amount.***

ONLINE PAYMENT PLATFORM

If you are not currently using the Online Payment System, we encourage you to do so. Payments through the IKO Owner Portal, with ClickPay, provides you with a simplified and secure method of making payments online. Owners can set up automatic recurring or one-time payments online by e-check (ACH) from a bank account for free or process payments with any major credit or debit card for a fee. If you wish to set up payments for online processing, visit IKO's Owner Portal at: <https://portal.ikocommunitymanagement.com/> and follow the steps to register. Once registered, you will receive an email with your login credentials. Then through your account you can set up your payment preference. You will be required to verify the property account number (found on your coupon) and input your current banking information (bank account and routing number).

For help with online payments, visit ClickPay's support center at: www.ClickPay.com/Help for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.