

After completing the switch to RevoPay as our single source payment processor many Community Managers and administrators have received calls asking various questions regarding:

- **Why we made the change?**
- **Why are there fees?**
- **If there is a payment option without convenience fees?**

This email provides additional information to help you with these conversations with homeowners. Use this email to educate yourself on the different payment options and the reasons why this change was made. You may use portions of this email, copy and paste, to create your own responses to owners emails.

Our goal is to provide homeowners with easy payment options. This goal will be met in multiple ways as we continue to enhance CommunityPro® and develop new integrations with our payment partner, RevoPay.

Why we made the Change

One of the reasons we made the switch to RevoPay was in response to homeowner feedback that making payments should be simple and all payment methods should be made on one website. We, Sentry Management, are not a bank or credit card processing company, and have switched to RevoPay who is an industry-leading single-source payment processor.

Homeowners no longer have to go to multiple payment websites to choose which method of payment they want use to make their assessment payment. RevoPay provides homeowners with one website that provides all methods to make an online payment. RevoPay also provides over-the-phone assisted one-time and automatic payments. In the past, our homeowners were directed to go to three different places to make a payment, Union Bank for eCheck, Paylease for Debit/Credit Cards, and to Sentry Management Customer Service to set up Autopay/Autodraft. This often lead to confusion over payment methods and was confusing for homeowners, Community Managers, and administrators.

RevoPay is our single source processor for all of the payment methods below:

Online Payments – www.mysentrypay.com

- **Quick Pay (No Login Required)**
 - eCheck
 - Debit/Credit Cards
 - Amex
- **One-Time Payments**
 - eCheck
 - Debit/Credit Cards
 - MasterPass (virtual wallet)
- **Automatic Payments**
 - Dynamic (Debit for full balance)
 - eCheck (NO Fee)
 - Debit/Credit Cards
 - MasterPass (virtual wallet)
 - Fixed (Debit for amount entered)

- eCheck
- Debit/Credit Cards
- MasterPass (virtual wallet)

Pay by Phone – 888-786-6496

- **One-Time Payments**
 - eCheck
 - Debit/Credit Cards
- **Automatic Payments**
 - Dynamic (Debit for full balance)
 - eCheck
 - Debit/Credit Cards
 - Fixed (Debit for amount entered)
 - eCheck
 - Debit/Credit Cards

Convenience Fees on www.mysentrypay.com:

- Credit/Debit Cards
 - Charged a percentage fee per payment (one time or automatic payments)
 - Visa/MC/Disc is 3.5%
 - Amex is 4.5%.
 - The minimum credit/debit card fee is \$3.00
 - Phone payment additional \$7.00
- eCheck
 - \$3.95 per payment (one-time and fixed automatic payments)
 - Phone payment additional \$4.00

No Convenience Fee on www.mysentrypay.com:

There is no convenience fee when a homeowner chooses the autopayment method of **“I want to be automatically debited for my full balance.”** and then selects to pay with an eCheck. Below you will find the step by step instructions that must be selected on www.mysentrypay.com to avoid a convenience fee.

Other No Convenience Fee Options:

- Pay by check
 - Walk-in
 - Mail
 - Personal online banking

Why is there a fee?

There is a cost associated with processing electronic payments, eCheck or Debit/Credit Cards. There are also expenses that the electronic payment processors incur to build technology which allows for anyone to make electronic payments. This cost is usually absorbed by the merchant that provides the service or goods. For example, when you use a credit card to buy a shirt at a clothing store, the clothing store has to pay a fee to the credit card company (VS, MC, DISC, AMEX). This fee is usually a percentage of the cost of what was purchased. This added fee is not paid by you in addition to the retail cost of the shirt. The merchant bears this additional expense to provide you with the option to pay with a credit

card. This is why you will sometimes see cash-only payment at stores because the store/merchant does not want to pay the fees to the debit/credit card companies.

In our industry the Association is the merchant and the one collecting assessment payments from homeowners. Sentry Management is engaged to administer the collection of assessments but is not the merchant. Therefore, the cost or fee to process an electronic payment must be paid by someone. Sentry Management is not the payment processor and is not charging the fee. RevoPay is a single source payment processor partner with Sentry Management that processes the payments and collects the fees associated with electronic payment.

No fee for eCheck with Union Bank

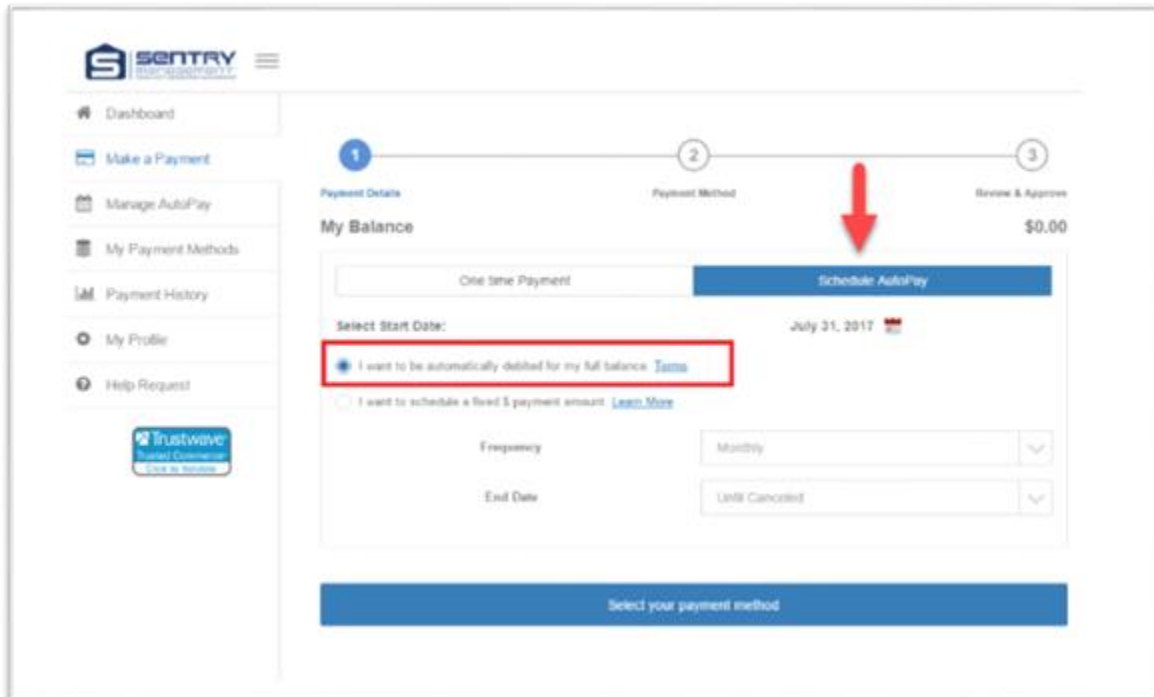
As stated above, there is always a cost or fee to process electronic payments. The cost to process a payment with Union Bank was not free. However, Union Bank chose to absorb the fee for processing the payments and did not pass the fee on to the homeowner to pay.

Sentry Management, made the decision to move to RevoPay to provide a single source payment processor for eChecks and Debit/Credit Cards and provide our homeowner the ability to sign up for automatic payments online with either eChecks or Debit/Credit Cards. This single source convenience has never been offered to our homeowners before and will provide for an excellent user experience as we continue our CommunityPro® enhancements and integrations with RevoPay.

Here are screen shots on how to direct homeowners to the **No Convenience Fee** payment method on



www.mysentrypay.com:



- Dashboard
- Make a Payment
- Manage AutoPay
- My Payment Methods
- Payment History
- My Profile
- Help Request



Add new Bank Account

Add new **VISA** **MasterCard**

Or

interpos

[Learn More](#)

I agree to Acknowledgment & Terms & Conditions

Convenience Fee:
[Click here to learn more about the convenience fee Settlement Discount](#)

Select Payment Method

Grand Total:

Balance Owed

Review and Approve

You will be able to Review and Approve details on the next page.

[Go back and edit](#)