

When transitioning a community to new management, as part of the transition process, Associa's configured payment automation is stopped for the transitioning community. However, some homeowners may wish to explicitly stop Direct Debit, or their recurring streams on TownSquare, prior to the transition. This should be done after the last due payment under Associa's management has been made - the one due on Feb 1. Also, homeowners who set up payment streams with their own banks should terminate those directly.

To stop **TownSquare - townsq.io - payments**, log into your profile and choose to Edit your payments. Locate the one you wish to stop, and use Delete to remove this schedule of payments. Remember that if you have a flat or a townhouse, you'll need to do this twice, in both your HOA account and your Condo account.

To stop **Associa Direct Debit/ACH** at any time, you may complete a new direct debit enrollment form, citing a stop date where requested (you probably didn't specify a stop date when you first enrolled.) E-mail the completed form to the address shown on the form **before February 20**. Again, in a flat or townhouse, you need to do this twice.

Regardless whether you explicitly stop DD or allow Associa to end it, all funds received by Associa for the exiting association are transferred to the control of the new management, and any payments received after the transition date are forwarded. You should expect a statement from the new management sometime in late February.