

## Service Description



### Comprehensive, efficient and systematic collections process

- Embedded best practices from the collections industry
- Works in conjunction with the community's specific collections procedures and collections attorneys
- Systematically more aggressive as the delinquency continues
- Minimizes expenditures for collection of accounts that may be resolved by bankruptcy or foreclosure

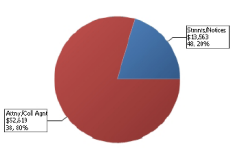
### Consistent and uniform approach

- Owners have the incentive to pay their assessments on time to avoid additional charges
- Defaulting owners receive progressively stringent notices
- Payment plans are offered and enforced
- Uncollectible issues are referred to the association's attorney for legal action

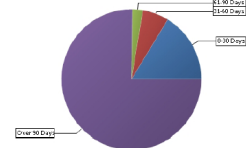
### Lower delinquency rates and higher visibility

- RealCollect has been successful in substantially lowering overall delinquency rates for client communities
- Real-time web-based access to all delinquency reports via the RealReports board portal
- Charts, graphs, status reports, and analysis provided in the Monthly Management Report

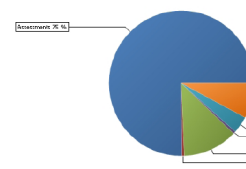
**Delinquent Homeowner Accounts - Status**



**Delinquent Homeowner Accounts - Aging Summary (Not Referred to Attorney / Collection Agency)**



**Delinquent Homeowner Balances by Revenue Type**



**STATEMENT** Page 1 of 1

**RealCommunity Homeowners Association, Inc.**

Statement Date:	11/01/00
Acct#/Check Digit:	R00999910099999 / 1
Association ID:	REALCOMM
Property Address:	3939 Happy Ln RealTown, XX 77777

**Billing Questions:**  
Contact RealManage toll free at (866)473-2573 or (866)REALSERVICE

**Joe Resident**  
3939 Happy Ln  
REALTOWN, XX 77777

Date	Document No	Description	Charges	Payments	Balance
<b>Balance Forward: Oct 01, 2000</b>					
10/01/2000	RAS-2000Q4-2771784-1-12	Quarterly Assessment 4 For 2000	\$63.00		\$349.63
10/12/2000	LFC-2000M10-2844766-1-40	Late Payment Charges for October 2000	\$21.00		\$370.63

**Delinquent Account - Post Final Notice**

THE ASSOCIATION IS ATTEMPTING TO COLLECT A DEBT AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.

Your account is delinquent and now pending referral to the Assessor's attorney in order to pursue further collection action.

Please review your records and contact RealManage if you believe there is a discrepancy. If you have already remitted a payment to bring your account current, please disregard this notice. If this information is correct, please immediately remit a payment in the amount stated above plus any additional amounts that may accrue subsequent to the date of this letter to avoid further collection action.

Thank you for your cooperation in this matter.

Pay by credit card or eCheck at [www.realmanage.com](http://www.realmanage.com) and click on Resident Portal to access your account.  
If you have already made your payment, please disregard this notice.

▼ Please tear off and return with your payment ▼

Account No. R00999910099999 Joe Resident 3939 HAPPY LN, REALTOWN, XX 77777 Make check payable to: RealCommunity HOA, Inc.	Amount Due: \$370.63 Past due balances must be paid immediately.
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RealCommunity Homeowners Association, Inc.  
C/O RealManage  
2633 McKinney Ave #130-502  
Dallas, TX 75204-2681