



April 17, 2019

Dear Owner(s),

Welcome to Associa Chicagoland! Please note the following important information regarding Direct Debit and your assessment payments.

As of April 22, 2019, the payment lockbox for the prior management company is closed. All check payments received at this lockbox will be forwarded to Associa Chicagoland for processing. We appreciate your patience as prior balances are settled and payments are transferred.

If you were on Direct Debit with your previous management company, this has been cancelled. They will no longer pull any funds after the April 2019 payment. If you wish to sign up for Direct Debit with Associa, a new application is enclosed. Once Direct Debit is activated on your account, your statement balance will pull from your bank account between the 4th and 8th of every month.

Please note, all Direct Debit applications received prior to May 20th, 2019 will go into effect June 2019; **your May 2019 payment must be made separately.**

Alternative payment methods include making an online payment through TownSq (<https://app.townsq.io/login>, processing fees apply – \$2.95 per echeck and \$2.95 + 3.5% of total charge per Visa, MasterCard, Discover or American Express transactions) or mailing a check payment to the Associa Chicagoland lockbox: **Museum Park Lofts Condominium Association c/o Associa Chicagoland, PO Box 65345, Phoenix, AZ 85082. All check payments should be made payable to the Association and include your account number written clearly on the memo line.**

As noted in our previous letter, on the following pages you will find our Welcome Packet which includes additional information about your assessments and other important matters regarding Associa. Of course, in addition to this information, the building staff is still available to you. Your Manager Cherie Schmidt can be reached by calling the onsite office at 312-235-0486.

Also enclosed is a Resident Information Form. Please complete this form and return it to Associa Chicagoland Management by June 1, 2019. This information will be kept confidential.

Sincerely,

Associa Chicagoland

As managing agent for Museum Park Lofts Condominium Association

IMPORTANT CONTACT INFORMATION

Associa's office hours are weekdays, between **9:00 a.m. and 5:00 p.m.** Our phone number is **312-944-2611**. Your Association's Community Association Manager will be Cherie Schmidt. Cherie is assisted by Associa Chicagoland's Customer Care Department. Owner calls should go to Customer Care – they will involve the manager as need be. Customer Care logs all calls so that the board has a record of what the owners are calling about.

CUSTOMER CARE

Owners should feel comfortable contacting our Customer Care Team for all association general information and maintenance. Customer Care is equipped with vital information about your association and work in tandem with your Community Association Manager on most issues. Customer Care can be reached during regular business hours:

- Call: 312-944-2611
- Email: AskUs@associa.us
- On-line through TownSq: www.AssociaChicagoland.com.

ASSESSMENT ACCOUNT QUESTIONS

Owners can view recent assessment account activity by visiting the Associa Chicagoland web site at www.AssociaChicagoland.com and logging in to TownSq. You must register as a homeowner by using your unique assessment account number. Further assessment questions can be addressed by contacting our Customer Care Team at the contact listed above.

ASSESSMENT PAYMENTS

Your statement is forthcoming and is provided to assist you with remittance of your current monthly assessment payment. Please make your remittance payable to the Association. This statement does not reflect any credit or balance you may have had with the prior management company, as we have not yet received the ending balances from them. Once we do any credits or balances will be applied to your account. If you have already sent your payment to the prior management company, they will be forwarding those payments or credit amounts to us. If you were signed up for direct debit with the prior management company, you will need to re-sign up for that program with Associa Chicagoland and mail in a check for the current assessment. Your assessment will not be deducted from your account.

Associa's payment options are detailed below:

OPTION 1- We have enclosed our direct debit authorization form, which is applicable if you want to pay future assessments by a direct debit from your checking or savings account.

OPTION 2- If you want to pay your assessments via an online service through your bank or other provider, please be sure to use our lockbox address to ensure efficiency in receipt and credit to your account. Payments to the lockbox are electronically uploaded to our database daily. Please be sure to include your account number on all payments to ensure they are processed in a timely manner. The account number is located on the coupon booklet/statement and is formatted as such 00XXX-XXXX. Please mail payments to Associa Chicagoland, PO Box 65345, Phoenix, AZ 85082.

OPTION 3- Information pertaining to online payments via TownSq is enclosed – this service is handled by a third-party provider. Please note there is a service fee charged (\$2.95 per echeck and \$2.95 + 3.5% of total charge per Visa, MasterCard, Discover or American Express transactions). You can make one-time payments or set up recurring payments through TownSq.

PLEASE NOTE, WE DO NOT ACCEPT ASSESSMENT PAYMENTS AT THE ASSOCIA CHICAGOLAND OFFICE OR AT THE ONSITE OFFICE.

SELLING OR REFINANCING

Please go to www.associachicagoland.com and click Order Resale Documents at the top of the screen. Choose “Associa Chicagoland (Formerly Legum & Norman Midwest)” and then follow the prompts to register or log in, and you will be connected to the page with product descriptions and additional instructions. We have a person in our office who does the processing of the required documents. Prices for whichever documents you need or for bundled packages are shown as you move through the site.

ONLINE COMMUNITY

Associa offers your association an online community called TownSq, where owners can connect with management, the board of directors, and other homeowners. To get started, go to www.associachicagoland.com, and click the “My Account” link in the top center of the page, above the Associa logo. Once you have clicked here, you will be taken to TownSq where you can log in or register.

You can link your TownSq accounts for any Associa managed property you own or live in. If you have logged into TownSq before, you already have an account set up – enter your information on the right side of the screen and click “Login”. If you have a new account you need to add, click your name in the upper right and then “account” and then click “add account” on the left side of the screen and follow the steps. If you are registered but cannot log in, click the “I forgot my password” link and follow the instructions.

If you are a first-time visitor, click the “need to register?” under the login area and follow the steps to create a username and password. You will need your assessment account number, found on your payment coupons, when you register. If you are registered for the website, you will also get important updates from your community. You can also download the TownSq App for your tablet or smart phone. Go to the Android Google Play Store or the iPhone App Store and search “TownSq” to get an easy to use App that will send you community updates and allow you to access files and information on the go. Feel free to call Customer Care or TownSq Support at 844-281-1728 for further assistance.

CALLING OUR OFFICE

When calling our office you will be greeted by a member of our Customer Care Team ready to serve you. We know how important it is to hear a live voice when calling, however, during peak times you may receive an automated attendant. Should that occur, please leave a message and we will return your call as soon as possible. Outside of normal business hours, (9:00 am – 5:00 pm, Monday – Friday), our phone is answered by our corporate office in Schaumburg if they are open, or by an automated attendant. Simply follow the instructions to leave a detailed message and your call will be returned the next business day.

EMERGENCIES

In the event of an emergency during hours when we are closed, follow the prompts of the automated attendant to reach our emergency answering service where you will speak to an operator who has access to all emergency procedures for your association, as set up by the Board of Directors. The emergency service can locate your Community Association Manager and other key support individuals in our company who are familiar with your property. Emergencies are defined by your Board of Directors along with the Community Manager. Non-emergency calls are responded to the next business day.

**MUSEUM PARK LOFTS CONDOMINIUM ASSOCIATION
RESIDENT INFORMATION FORM**

(Please Print Clearly)

Owner(s) Name: _____

Unit Address: _____

Offsite Address: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ E-Mail: _____

OTHER ADULTS TO: **OCCUPY UNIT** **OR** **RENTERS:**

Name: _____ Name: _____

Phone: _____ Phone: _____

Cell Phone: _____ Cell Phone: _____

E-Mail: _____ E-Mail: _____

PET **YES** **NO** Description: _____

AUTOMOBILE INFORMATION:

Make: _____ Model: _____ Color: _____

License Plate # _____

Make: _____ Model: _____ Color: _____

License Plate # _____

EMERGENCY CONTACT: (Other than a Resident)

If we cannot contact you in case of an emergency, who should we contact?

Name: _____ Home Phone: _____

Relationship: _____ Work Phone: _____

Cell Phone: _____

I hereby acknowledge all information on this form is correct and valid.

Signature _____ **Date** _____

**Please return this form to:
Associa Chicagoland Management, Inc.
343 W Erie, Suite 330
Chicago, IL 60654
Fax: 312-944-5901 or Email: AskUs@associa.us**



REQUEST FOR AUTOMATIC PAYMENT OF ASSESSMENTS

Thank you for your interest in Electronic Funds Transfer. Please fill out the following information to complete this request.

HOMEOWNER AUTHORIZATION FOR ELECTRONIC FUNDS TRANSFER

I authorize the branch and the financial institution listed below to debit my bank account automatically for each association assessment billing period. **Note: Information below is required. If not provided, there will be delays in processing your direct debit request.**

Management Company Name: _____

Homeowner Name: _____

Homeowner Account Number: _____

Association Name: _____

Address And Unit #: _____

City: _____ State: _____ Zip: _____

Direct Debit Start/Stop Date (MM/YYYY): _____ / _____

Homeowner Bank Name: _____

Homeowner Bank Routing Number: _____

Homeowner Bank Account Number: _____

CHECKING ACCOUNT – Include a voided check from the account you would like to debit

SAVINGS ACCOUNT – Include letter from bank that includes your full account number and routing number. **Statements will not be accepted.**

Only checks for US Banks will be accepted. Deposit slips cannot be used in place of a voided check.

Signature: _____ Date: _____

In order for funds to be pulled in time for next month’s assessment, this form must be received no later than the 20th of the prior month. The automatic payment process will begin with your next assessment period once we have received your completed form and either your voided check or letter from bank that includes your full account number and routing number.

**Return by email: Scan and send this form and a voided check to:
csscdirectdebit@associa.us**

Return by mail:

Complete and send this form and a voided check to the following address:



Associa

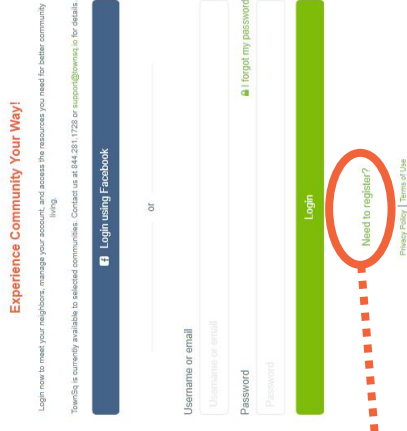
1225 Alma Rd., Suite 100
Richardson, Texas 75081

Have you logged into TownSq? Getting Started



- **Login:**
 - From the TownSq website, www.townsq.io
 - From My Account on www.associachicagoland.com
 - Or, using the TownSq app – search “TownSq” in the Google Play Store or iPhone App Store
- **Register:**
 - Using your Account number*
 - Zip code

**Can be found on coupon book or statement*



Now that you're logged in, you're ready to:
CONNECT • COLLABORATE • STAY UP-TO-DATE



Home Screen

Features Tabs

Feed

Residents

Groups

COMMUNICATION

Announcements

Requests

Messages

Forum

Polls

TOOLS

Reservations

Access Control

Documents

ADMINISTRATION

Assignments

Units

Reports

Settings

What do you want to do?

A new unit added to TownSq

210 Pine Terrace

NOT BALANCE

259

Make a payment

Feed window shows all communications for your community

5 days ago | Apr 4, 2018
Lailani Souza
modified the status of the request Mr Sniggles - Bull Mastiff

Comment...

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Lailani Souza
modified the status of the request Mr Sniggles - Bull Mastiff

Comment...

13 days ago | Mar 28, 2018
Lailani Souza
created a poll What should the theme of our next get together be?

Comment...

Newest announcements

- Driveway Shrub Removal
Dec 12, 2018 03:28 pm
- Merry Savings for All!
Dec 12, 2018 10:48 am
- Delayed Trash Collection
Nov 28, 2018 01:39 pm

Events

- Jan 10, 2019 07:00 pm
Board Meeting
- Mar 27, 2019 07:00 pm
Board Meeting

Announcements posted by CAM or Board

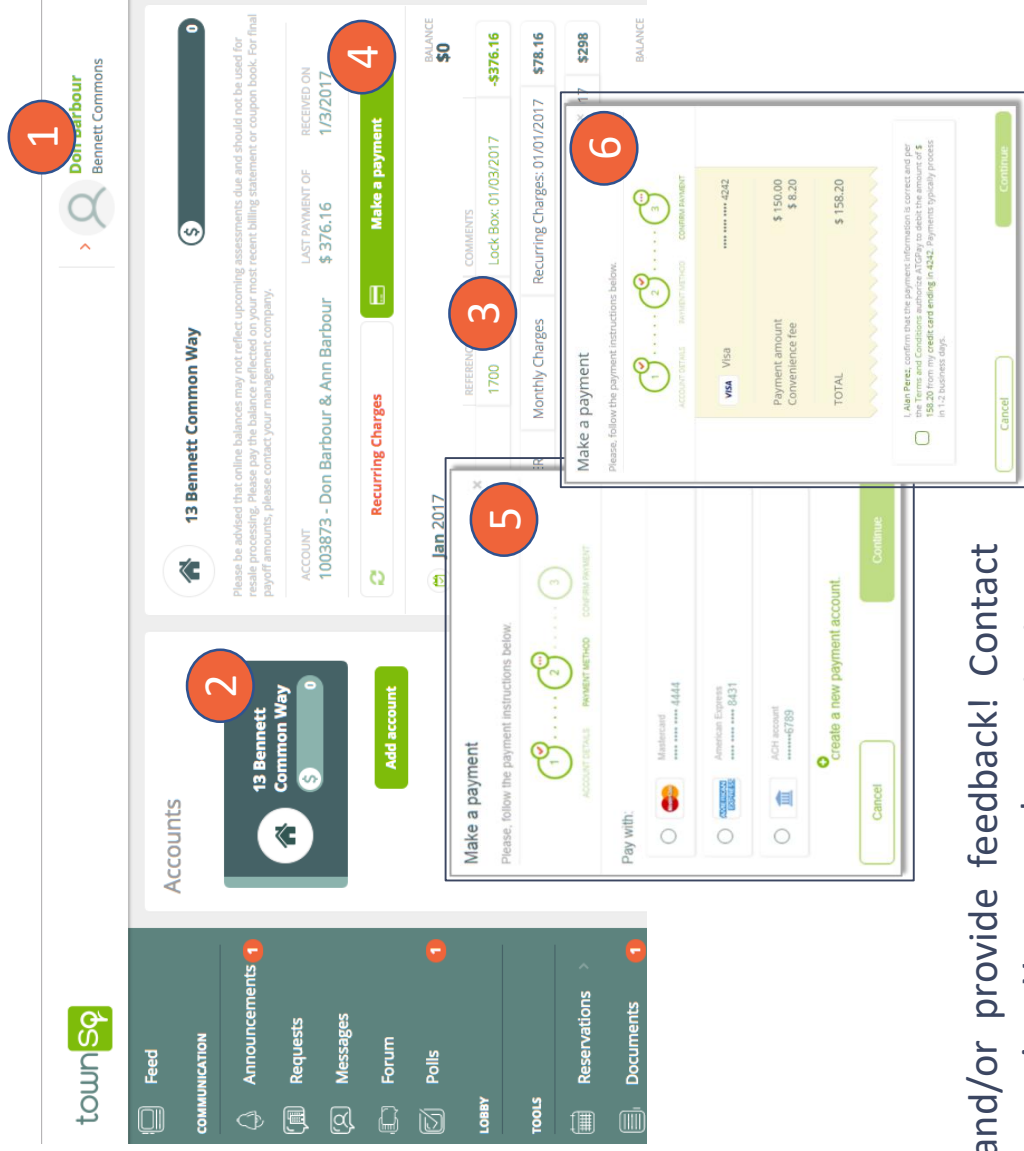
My reservations

8 Jun	Resident Facility 6:00 AM - 7:00 AM
21 Jun	Upper Pool

Reservations for amenities appear here

Manage Your Account

- Review your account balance
- Make a one-time payment or schedule recurring payments:
 1. Click **accounts**
 2. Select an **account**, or click **add account** to link another assessment account.
- 3. Review transactions
- 4. Click **make a payment**
- 5. Add your preferred payment method (Credit Card or ACH) to our secure environment
- 6. Pay online instantly with a one-time payment or set up recurring payments with auto pay



Please feel free to ask questions and/or provide feedback! Contact 844.281.1728 or email support@townsq.io. You can also contact our local branch at 312-944-2611 or askus@associa.us.

Connect • Collaborate • Stay Up-to-Date

- Receive real-time updates on important community news and events
- Easily connect with neighbors in the forum
- Participate in community polls and view real-time results
- Make a request to contact your management team and review the status of open requests
- Authorize guests
- Reserve amenities
- Manage your accounts & pay online
- Access association documents
- Edit profiles & manage notification settings

