



8/7/2025

Colby Management is committed to providing you with exceptional service. With that in mind, we are excited to share that we are in the process of upgrading our technology platforms, and you will start experiencing the many benefits of these new online platforms beginning in May.

Here's what you can expect starting in May:

- **New homeowner account numbers** - You have been assigned a new account number, _____ for Legacy Villas HOA. We have taken measures to ensure that payments made either by lockbox (coupon, statement, homeowner directed bill pay) or Direct Debit using existing account numbers will be processed correctly during this transition period.
- **New account portal and website – TownSq** - TownSq is designed as an all-in-one solution for managing communities. TownSq delivers the most complete, mobile community experience by helping you connect, collaborate, and stay informed about everything happening in your community. You will receive an email with login information and access to TownSq from noreply@townsq.io next week.
- **Payment Methods** - Please see the new and continuing payment methods you can choose from below:
 - **Credit Card E-check/Online Checking via TownSq** – You can continue to use your credit card or bank information online via TownSq. Please note there will be a brief service interruption as we are updating our technology platform where you will not be able to set up online payments through TownSq. This will be available again to you in early



August. Please see the payment methods below if you need to make a payment during this time.

- **ACH/Bank Draft** - Automatic payments are set up through our office (*if you are currently using this option, no action is required*). To set this up please contact us at 623-977-3860 or customerservice@colbymgt.com
- **Physical Check** - Checks can be mailed directly to our lockbox (address below). Please include your NEW account number _____ in the reference/memo line.
 - *Your Association Name* _____
 - Colby Management
 - P.O. Box 65581
 - Phoenix, AZ 85082
- **Personal payment set up through your individual bank** - You can manage this payment directly with your bank. Please update your information to include your NEW account number (10401051004).

We sincerely appreciate your patience as we implement our new and improved technology. Providing you with excellent service is, and will continue to be, our number one priority. This technology was designed with you in mind, and we look forward to you enjoying its many benefits! If you have any questions, please feel free to contact our client services team at customerservice@colbymgt.com.

Sincerely,

Mallorie Hall
President, Colby Management
Mhall@colbymgt.com