



## Mirage Heights Bank Fees for Online/Electronic Payments...

Recently, Mutual of Omaha Bank has modified their Fee schedule for electronic/online payments for their Customers. Please see the information below...

- **eChecks used to be free, why is there a charge all of a sudden?** *In late December Mutual of Omaha updated their payment platform that now include new features and functions. As part of this update there is now a small convenience fee for eChecks and a **reduced** fee for credit and debit card payments. THESE ARE BANKING FEES (NOT TRESTLE MANAGEMENT FEES) AND ARE UNFORTUNATELY COMPLETELY OUTSIDE OF OUR CONTROL.*
- **Why were we not made aware of this in advance?** *As part of this payment platform change, Trestle Management was assured by Mutual of Omaha that they would be communicating these changes with those homeowners that were enrolled on their previous platform. Homeowners that make one-time payments without a user profile were unable to be identified as a user to the previous platform and therefore were unable to receive advance notification.*
- **What are my options for a “fee free” payment?** *If the new convenience fee is a concern, Trestle Management Group has always supported other fee free payment options and is proud to continue to do so. Homeowners can continue to send payment via check and coupon to the PO Box address or set-up reoccurring payments through their personal online bill pay service. In addition, homeowners can enroll in our automatic debit (ACH) program by completing and returning the attached form along with a voided check.*

Please let us know if you have any additional questions regarding this change.