

## **FREQUENTLY ASKED QUESTIONS: MAINTENANCE FEES**

### **When are maintenance fees due?**

Maintenance fees are due on the 1<sup>st</sup> of each quarter (January 1, April 1, July 1, and October 1).

### **How can I pay my maintenance fees?**

You can pay your maintenance fees with cash, check, or credit card.

### **What are these maintenance fees for?**

Maintenance fees are used for the maintenance, general upkeep and repair of the unit as well as replacement of worn items such as furniture.

### **Where do I send my check?**

Meadow Lake Development Corporation- HOA  
100 St Andrews Drive  
Columbia Falls, MT 59912

### **How can I authorize payment using my credit card?**

You can authorize payment via credit card by calling or e-mailing Owner Services or by mailing in your payment coupon with signature. Charges to your credit card are in U.S. dollars.

### **I'm at the resort this week, what time can I come meet with you about the fees?**

Office Hours are 9-5 Monday through Friday; no appointment necessary.

### **Can I pay online?**

No, we do not currently have an online payment capability, however we are in the process of acquiring that capability and hope to have it available in the near future.

### **I'm on AutoPay. Why am I getting a statement?**

Your statement shows the amount that will be collected on the date AutoPay is processed.

### **How can I set up automatic payments (AutoPay)?**

You can set up AutoPay by phoning or e-mailing Owner Services or by mailing in the payment coupon designating your wish to set up automatic payments. The credit card transaction fee is waived for owners paying via AUTOPAY.

### **Can I pay my RCI membership here too?**

No. Although Meadow Lake is an RCI member, it is not RCI and we cannot accept payments for them.

### **Where do I pay my loan on the unit?**

The payments for loan still is sent to Advanced Financial Company, 5900 Pasteur Ct., #200, Carlsbad, CA 92008. Phone (800)234-6222

### **How do I reserve my week?**

If an RCI Points member, contact RCI directly at (877)968-7476 to reserve your week.

### **I used to pay annually, not quarterly. Can I go back to that?**

Yes. Contact Owner Services.

**I want to use my credit card but don't want to pay the processing fee. How can I avoid paying that?**

Credit Card processing fees are waived for owners who pay their maintenance fees by AutoPay or by paying their maintenance fees annually.

**I lost my statement, or never got one; how can I get a new one?**

Email Owner Services at [maintfees@meadowlake.com](mailto:maintfees@meadowlake.com), and request a new statement be sent via email or mail.

**Can I get a discount if I pay my maintenance fees in advance?**

While there is no discount, the credit card transaction fee is waived for owners paying their maintenance fees annually via credit card.

**Can I send postdated checks to cover the entire year?**

Yes.

**How do I know if I am on auto pay?**

The contract description column will show contract equals AUTOPAY if auto pay is set up on your account.

**I want to set up auto pay; however, I want it to be run at a different time. Is that possible?**

The AutoPay process is run on the first day of each quarter. While a credit card can be processed on any day, it would not qualify for the transaction fee waiver.

**I've been making payments through my bank for years, but it still shows a balance in my account. Why is that?**

If the bank automatically sends the payment on the date yet you still have an outstanding balance, the amount being sent is inaccurate.