

<u>Payment option</u>	<u>How it works</u>	<u>Cost to you**</u>	<u>Timeframe**</u>	<u>Maximum amount</u>
Mail to the lockbox	Receive billing statement in the mail. Write a check and mail it to the lockbox address.	Postage stamp	Approximately one week, depending on mail delivery	Unlimited
Enroll in SNAPP	Sign up. (See your property manager for details.) Your bank account is debited automatically each month.	No charge	Automatic debit on or about the fifth day of each month	Unlimited
Direct payment*	Log onto The Elm at Clark website [see below]. Choose "Pay Online" from the left-hand menu. Confirm or change the amount of your payment. Choose "eCheck" from the list of payment options. Provide your bank account info for each one-time payment.	\$2.00 (for three days; or \$7.95 for one day)	One-business-day or three- business-day turnaround, whichever you choose	\$2,000
Credit-card payment*	Log onto The Elm at Clark website [see below]. Choose "Pay Online" from the left-hand menu. Confirm or change the amount of your payment. Choose the credit card you want to charge. Provide your credit card info for each one-time payment.	MasterCard or Discover, 2.49% of your payment; American Express, 3.2%; Visa, flat fee of \$14.59	Three business days	\$2,000

* These are the new options.

** Timing is approximate. Please allow one extra business day for a received payment to be posted to your account, and then one additional day for your account information to be available within The Elm at Clark website. Vendor's service charges for direct payment and credit-card payment are accurate as of 01/01/2010.

For anyone not yet registered at <http://TheElmAtClark.Com>, the new service which allows you to view your account information online, that process is also very easy:

1. Locate the 11-digit Sudler id number in the upper right-hand corner of your monthly statement.
2. Go to <http://TheElmAtClark.Com>. From the left menu, click on "For Owners/Residents".
3. Click on the "Register to Enter" button. Fill in the blanks with your Sudler id number and other info.
4. You will receive an email notification that your account has been set up.
5. For questions about this process, please click "Contact Us" (upper right-hand corner on the web page) to ask.
6. Please note that anyone who is enrolled in SNAPP and also is registered for The Elm at Clark website may opt out of receiving paper billing statements each month.