

## **HOA Account Statement and E-Statement Option**

Dear Homeowner,

Effective January 1, 2020, associations shall be required to provide a **statement of account** to each of its members in lieu of a periodic payment book, i.e. coupons. The statement of account may be provided electronically, so long as the unit owner consents to receiving statements electronically. Each statement of account shall include information regarding the current account balance due, and the immediately preceding ledger history, such as information from the prior billing period.

Note that this new law requires that ALL members of the association get a statement and the member cannot opt-out of being sent a statement of account, but as mentioned above the member can opt to get the statement of account electronically. The process to get set up to receive notice of your statement electronically is outlined below.

### **E-Statement Notification Setup Process**

#### **1. Create your E-Statement Account**

- a. **Go to: <https://estatements.welcomelink.com/brown>**
- b. **Click “Register Here”**
- c. **Enter the basic account information from your enclosed statement.**

#### **2. Set Up Password and Security Question**

#### **3. Verify Your E-mail Address**

- a. **After finishing the account setup, a verification e-mail will be sent to the e-mail address provided. YOU MUST CLICK THE LINK IN THE E-MAIL TO FINISH THE VERIFICATION PROCESS AND RECEIVE ELECTRONIC STATEMENTS.**

#### **4. View Your Statement(s)**

- a. **You will get an e-mail informing you that a new statement is available.**
- b. **Simply click on the link in the e-mail, log into the account you set up, and view your statement.**

**If you need help with setting up your E-Statement account you can contact customer support at 866-428-0800 or send an e-mail to [team@welcomelink.com](mailto:team@welcomelink.com).**

Sincerely,

Brown Community Management