

Frequently Asked Questions:

How do I sign up for automatic withdrawal?

You need to complete an Automatic Withdrawal Form. Mark the box that says NEW, complete and sign the form, attach a voided check (for a checking account), and return the form to the address indicated. When you start or change automatic withdrawal, please allow 30 days for the automatic withdrawal form to be processed. You will continue to receive a monthly statement while the automatic withdrawal is effective.

How long does it take to get started?

As long as your completed form is received by the 1st of the month, direct debit can commence the following month. You will be notified when payments commence.

If I sign up for automatic withdrawal when is the assessment payment taken out? What amounts?

The automatic withdrawals are done on the 5th of each month for the current month's assessment. For example, on April 5, the automatic withdrawal will be done for the April assessment payment. Only your total regular assessments are withdrawn.

Are disputed balances protected from direct debit?

Yes, automatic withdrawal will only withdraw the regular monthly assessment fees.

What if I forget and continue to pay my fees by check after direct debit begins?

Upon request, overpayments will be refunded to you.

What happens if I don't have sufficient funds in my bank account to cover the automatic withdrawal?

It is your responsibility to make sure you have enough money in your bank account to cover your automatic withdrawal. When your payment is insufficient, you will receive an insufficient funds notice explaining you will have to pay the return check fee and the amount of the return.

Will I need to notify my bank if there is an increase in Association assessments for a new fiscal year?

No, automatic withdrawal will automatically adjust to the correct monthly amount as stated in the association budget.

If I want to stop direct debit, how do I do it?

You must request cancellation in writing to Rowell. Your request must be received no later than the 1st of the month to discontinue service for the upcoming withdrawal. This procedure also applies when you are changing banks unless new bank information was submitted by the 1st of the month.