



ASSOCIATION ASSESSMENT COLLECTIONS PROCESSING INSTRUCTIONS

ASSOCIATION NAME: Millstone Ridge of Matthews
COMMUNITY MANAGER: Noor Altaie
COLLECTIONS ATTORNEY: _____
DATE: July 28th, 2026

I. ASSESSMENTS

- A. Assessment frequency (charges billed on owner ledger), in advance by
☐ Month ☐ Quarter ☒ Semi-Annual ☐ Annual ☐ Other: _____
- B. Payments will be applied in the following order: attorney fees, fines, late fees & interest, and lastly to assessments.

If an owner is enrolled to pay via CAMS auto draft (ACH) then ONLY the Assessment amount will be drafted. Any additional amounts must be paid separately e.g. fines, fees etc.

II. ASSOCIATION GRACE PERIOD (choose ONE)

The grace period is generally 30 days unless the Declaration or Statutes provide for a different grace period.

The association has established a grace period for the payment of Assessments to allow additional time beyond the due date before the application of delinquent fees and/or interest charges. If payment in full is not received within the grace period, the association will impose delinquent charges as described in Section III. The grace period for this association is:

- ☒ # of Days 30
☐ Other: _____

III. DELINQUENT ASSESSMENT CHARGES (Check all that apply)

Pursuant to the authority granted by the Association's Governing Documents/ the applicable State Statutes:

- ☒ A. Late Fee: For each billing period that an account is delinquent, owner will be charged a Late Fee of \$ 20 OR _____ % (Percentage) of the assessment balance PER MONTH;
- ☐ B. Late Interest: For each billing period that an account is delinquent, owner will be charged Late Interest at the rate of _____ % PER ANNUM;
- ☐ C. Late Interest, Other: _____

IV. DELINQUENCY CONTROL PROCESS

- A. For every elapsed grace period, as defined in Section II, for which an assessment is delinquent, a Delinquency Notice will be sent to Homeowner. The sequence of Delinquency Notices shall be as follows (choose ONE):
- ☒ 2-Letter Process: 1st Notice, Additional Notice, Intent to Lien Notice
☐ 3-Letter Process: 1st Notice, 2nd Notice, Additional Notice, Intent to Lien Notice



ASSOCIATION ASSESSMENT COLLECTIONS PROCESS, PG 2

B. Board hereby authorizes CAMS to set the homeowner lien threshold to (choose ONE)

☒ Charges ¹_____ (# of assessments unpaid) OR

☐ \$_____ or more (total account balance)

C. Accounts that meet the above threshold will automatically be turned over to the assigned attorney for lien without further instruction from the Board in compliance with the Governing documents and State Statutes. Should the Board choose **to opt out** of this fiduciary step please check below (not recommended):

☐ Check ONLY IF THE BOARD DOES NOT WANT TO ADVANCE DELINQUENT ACCOUNTS TO LIEN

D. FORECLOSURES

BOARD must execute a Board Authorization Resolution as dictated by collections attorney requirements. In compliance with the Governing documents and State Statutes, delinquent accounts will be approved to proceed to foreclosure as follows. CAMS recommends that the balance exceed \$1,000 (some exceptions may apply depending on assessment amounts for an association)

☒ \$ 1,000 DELINQUENT AMOUNT

V. PAYMENT PLANS AND LATE FEE WAIVER REQUESTS

A. Payment Plans: Upon written request from an owner and with reasonable justification of a hardship, the Board of Directors hereby authorizes CAMS to establish and monitor Installment Payment Plans for homeowners. CAMS recommends payment plans be executed in the same fiscal year (check ALL that apply):

☒ The outstanding delinquent assessment amount owed to be payable in **FOUR (4) EQUAL** monthly installments. This amount shall be paid IN ADDITION TO any assessments that accrue during the payment plan period; or

☐ The outstanding delinquent assessment amount owed to be payable in **SIX (6) EQUAL** monthly installments. This amount shall be paid IN ADDITION TO any assessments that accrue during the payment plan period; or

☐ The outstanding delinquent assessment amount owed to be payable in **EIGHT (8) EQUAL** monthly installments. This amount shall be paid IN ADDITION TO any assessments that accrue during the payment plan period.

All payment plans shall be payable via Automatic Bank Draft (ACH) and are subject to an administrative fee payable by the delinquent homeowner to the management company. Late fees that accrue during the plan are waived only if the plan terms are fully met. If the debtor defaults on the terms of the plan then the full balance on the account will be referred to the Collections Attorney, or attorney action will resume (if the account was already with attorney prior to payment plan being executed).



ASSOCIATION ASSESSMENT COLLECTIONS PROCESS, PG 3

- B. Late Fee Waivers: CAMS recommends the Board adopt a policy which allows waiving late fees based on Manager discretion (option 1) i.e. when reasonably justified to waive. *Any hard costs incurred & billed to the owner should not be waived.* Upon WRITTEN request from the Homeowner and with reasonable justification, the Board of Directors hereby authorizes CAMS to grant to homeowner a waiver of late fees:

- ☒ 1. ONLY if the delinquent assessment amount has been PAID IN FULL, via payment plan or other means;
- ☐ 2. Never (reasonableness is encouraged therefore this option is not advised)
- ☐ 3. Only upon Board Review & Express Authorization (not recommended - Board should adopt a policy to standardize decisions, reduce burden on board and reduce delays)

- C. Bad Debt Write Off Authorization: In compliance with the Fair Debt Collections Practices Act Regulation F: any debt that is owed to the Association and falls outside the legal statute of limitations (6 years) MUST be written off prior to a Final Demand notice being sent by CAMS. The Board may choose to execute a Bad Debt Write-off Resolution so that the debt can be removed from the association's receivables.

VI. NATIONAL & REGIONAL DISASTERS: SUSPENSION OF FEES AND DELINQUENCY

- A. If a National or Regional Disaster Proclamation is issued, the Board authorizes CAMS to pause the assessment of late fees or interest as outlined Section III for a period of 30 days from the date of the Disaster Declaration without additional Board approval.

☒ YES ☐ NO

- B. The Board authorizes CAMS to pause the escalation of delinquent accounts (referenced in Section IV) for a period of 30 days from the date of the Disaster Declaration without additional Board approval.

☒ YES ☐ NO

These Processing Instructions shall remain in full force and effect until such time as they are either revoked by the Board of Directors or new instructions are received from the Board in writing.

This resolution was adopted by the Board of Directors on July 28, 2025

Noor Altaie

DATE

BOARD PRESIDENT NAME

BOARD PRESIDENT SIGNATURE

Delinquency processing costs are denoted on the CAMS Administrative Pricing Schedule, Exhibit B. These costs may be passed through to owners as permitted in the Association's Governing Documents and in compliance with State or other laws. **Late fees charged by the Association to the owner ledger serve to offset any costs of collection that may be incurred by the Association.** Delinquency notices are generated as of the late date after a 5-day hiatus which allows for payments-in-transit to be posted to ledgers and for late fee charges to be applied to the ledgers prior to statement generation. This ensures payments that were received on the late date will be processed through the bank's lockbox and applied to the homeowner account. All accounts with a delinquent balance on the late date will then be issued a delinquency notice. *In North Carolina the '15-day demand letter' (Pre-lien notice) is specifically required by statute (47F-3-116) and therefore this fee is billed to the owner ledger.*

PLEASE RETURN THE FORM TO collections@camsmgt.com