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From: Stillman Management

Date: February 1, 2024

Subject: **KliknPay Technology Fee**

It has come to our attention that the CheckAlt/KliknPay payment portal that many of our residents utilize to make their monthly common charge/maintenance payments had instituted a \$4.95 Technology Fee. **CheckAlt/KliknPay is a Webster Bank service provider and Stillman Management had absolutely no advanced knowledge that this fee was to be instituted nor does Stillman Management benefit in any way from this fee.**

We have been aggressively pursuing this matter. While the initial response did not appear promising, we can now report that CheckAlt has removed the fee from the Website, see attached letter from CheckAlt.

We do not know if this removal of the fee is permanent or temporary at this time however, we will continue our active pursuit of alternative payment methods.

Should you choose to no longer utilize the KliknPay system, you may mail your payments to PO. BOX 5118, White Plains, New York 10602-5118; please remember to add your account number to your check or money order.

We apologize for this inconvenience and ask that you please be patient while we work on alternative payment options. We will provide additional information as we secure an alternate method of payment.



February 1, 2024

From: Assist@CheckAlt.com

Subject: KliknPay 2024 ACH Pricing Update

Dear Valued Client,

After careful consideration, our leadership team has decided to roll back the ACH \$4.95 fee that was implemented on January 27th.

As of today, February 1st, at 12:37pm ET, the ACH fee was rolled back to \$0.00. Our team will be reviewing payments throughout the night to ensure that all fees are removed and will be updating the disclosures on the KliknPay sites to reflect a zero (\$0.00) ACH fee. The team will also be working on processing the applicable refunds as soon as possible.

We regret any inconvenience or customer impact that was experienced from this change. We appreciate your understanding and look forward to continuing to serve your payment needs.

Thank you,

Jennifer Sauers
Executive Director, Client Experience

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