Experience
COMMUNITY
Your Way

ONE PARTNER.
ONE COMPLETE SOLUTION.

Community living has never been easier.

Meet your neighbors, manage your account, and access the resources you need for better community living, all through one user-friendly app.

Available for FREE to Associa communities, join TownSq now to start experiencing community your way!

- Connect with your neighbors
- Collaborate on community happenings
- Stay up to date on association interests
- Manage your account
- And more, any time on any device.

OWNERS: TownSq is live for your community!
Simply download TownSq in the app store using your mobile device or register at:
https://app.townsq.io/associa/signup
(*using your Associa account number and zip code.*)
TENANTS: Contact your landlord about linking you today!

iOS · Web · Android

Associa®

1.877.ASSOCIA | www.associaonline.com

CONNECT. COLLABORATE.
STAY UP TO DATE.

Designed as an all-in-one solution for managing communities, TownSq delivers the most complete, mobile community experience by helping you connect, collaborate and stay informed on everything happening in your community.

CONNECT
- Easily communicate with your neighbors, community management team and board
- Access and update your account
- Pay online and review account balances anytime
- Make your voice heard with community polls

COLLABORATE
- Submit work orders, service and architecture requests with no hassle
- Reserve and manage common areas and amenities
- Manage committee special projects and assignments
- Post community updates and announcements quickly
- Save time and reduce paperwork

STAY UP TO DATE
- Get up-to-date community news and events
- Receive status updates on your requests
- Schedule push notifications for upcoming projects and completed assignments
- Upload and access association documents whenever you need

townSq
experience
community your way

844.281.1728 | www.townsq.io

Making Online Payments via TownSq

How can I pay online?

	E- Check	Credit Card
What it is	Homeowner provides *bank* information online (TownSq)	Homeowner provides *credit card* information online (TownSq)
Benefits	Processing of payments is controlled by Homeowner	
Costs	• Associa is the technology facilitator of the payment process • *Bank* information is stored by a third party vendor that is PCI compliant	• Associa is the technology facilitator of the payment process • *Credit card* information is stored by a third party vendor that is PCI compliant • *Additional processing fee is assessed by the credit card company*

Why am I charged a fee for paying assessments via TownSq?

- Associa is the managing agent that facilitates payments between the homeowner and the association. Associa provides a technology solution for this payment process and any fee charged to the homeowner is an online technology convenience fee that covers the cost to create and maintain this technology.
- Associa is not PCI compliant and so we must pay a fee to a third party data host that has this compliance designation.
- Some retailers or businesses build these fees into their pricing structure so the cost is, essentially, less visible to the customer. By only charging these fees to clients who choose to pay via TownSq, it prevents Associa from raising overall management fees that would impact all clients no matter their payment method.*

What is PCI Compliance?

- The Payment Card Industry Data Security Standard (PCI DSS) applies to all companies that accept credit card payments. If a company intends to accept card payments, store, process and transmit cardholder data, that data must be hosted securely with a PCI compliant hosting provider.

Are there any payment options that don't include online fees?

Yes, Associa does offer payment methods that do not include these online technology convenience fees:

1. **Physical check/lockbox payment**- Homeowner mails a physical check to specified address.
2. **ACH payment**- Homeowner fills out a form with bank account information so assessments are automatically withdrawn.

*Your community's Board of Directors has the option to build the online technology convenience fee into assessments for all owners or only bill owners who use the online payment option.

townSq
experience
community your way

What is the relationship between Associa and TownSq?
Associa and TownSq have a formal partnership that allows Associa to offer a customized version of the TownSq app to its clients at a reduced rate. A formal partnership ensures that data security, policies, and standards in place for Associa are also applied to TownSq. See Associa's data security and [privacy policy](#).

Who is TownSq?
TownSq is the leading, global technology solution for better community living. Designed as a single-platform for managing communities, TownSq delivers the most complete, digital community experience by helping you connect, collaborate and stay informed on everything happening in your community – from daily management and ongoing maintenance to community programs and events. Our communities use TownSq to empower community management teams, board members and residents to experience community their way.

How is the data being used?
Your personal data is never sold or shared. Analytics data (number of users, frequency of visits, type of interaction) is only leveraged to improve the user experience. Understanding what features and content are most popular helps us continually improve the solutions we deliver.

How is data stored?
Our physically secure data center hosts your community's information within a storage facility and complies with local ordinances concerning data protection. This means you can rest assured that we have numerous safeguards that prevent unauthorized access to your data.

Key details about Associa Data Storage:
- Multiple layers of security with constant surveillance and Biometric Access Control
- Housed in a nearly indestructible bunker
- Reliable backup power sources
- Multiple communication providers
- Independently regulated and certified at the highest levels
- Firewall and intrusion protection
- Data storage with tightly controlled access permissions and backup redundancy

How is data managed?
To maximize the security of your sensitive information and your assets, we've built our suite of technology solutions on the foundation of these practices and principles:
- Security and protection of funds
- Transparency
- Efficiency
- Organization
- Best-in-class processes
- Segregation of duties
- GAAP compliance

To meet these requirements, Associa uses two main software systems C3 (Complete Control for Communities), and Strongroom.

C3: Complete Control for Communities
Complete Enterprise Management
Our infrastructure is built upon the bedrock of our industry's most reliable financial software – Complete Control for Communities (C3).

C3 is our proprietary enterprise management software that tracks the full spectrum of key community operations. C3 integrates with our internal systems to give employees, homeowners and board members the appropriate levels of access to the vital data they need, including:

- Financial management
- A/R and A/P
- Budgeting
- Reporting
- Delinquency processing
- Association management
- Work orders
- Maintenance
- Architectural
- Covenant tracking

C3 also features a convenient mobile platform, which allows users the flexibility to monitor, send and retrieve information, wherever they may be.

Strongroom
Secure Payment Processing
When it comes to payment processing with Associa, you know that enterprise-level verification measures have been taken before money ever leaves your accounts. For this, we use Strongroom, a best-in-class product that provides both unparalleled safety and convenient, secure access to your information.

Strongroom offers:
• Complete data protection
• Centralized invoice processing
• Automated invoice approval workflows
• Secure payment disbursement and payment options
• Accounting system integration
• Invoice storage and management

How is data accessed?

Now that you know how your data is stored and managed, the final important question to ask when evaluating technology services is how key team members access the information they need to keep your community running smoothly.

Associa provides a unique solution that combines the administrative and social components of community. Our all-in-one platform allows board members, homeowners and community managers to connect, collaborate and stay up-to-date.

TOWNSQ
Experience community your way
TownSq is our user-friendly mobile app designed to help you connect with your neighbors, collaborate with your management team and stay up-to-date on community happenings – anywhere, any time on any device.

- BOARDS CAN:
    - Post polls and announcements
    - Access governing documents and financials
    - View open violations
    - Manage common areas and amenities
    - Create committees to manage special projects and assignments
    - View and receive updates on community projects

- RESIDENTS CAN:
    - Easily communicate with neighbors, community managers, and board members
    - Manage their account and pay online
    - Get up-to-date community news and events
    - Request and review status of service inquiries
    - Participate in community polls
    - Reserve common areas and amenities

Associa Community Websites
Our new community websites are integrated with TownSq for a convenient, all-in-one community living experience. Promote your community with a completely custom, mobile-friendly website while providing seamless access to TownSq for board members and residents. Community websites are fast and easy to create and update, include multiple page templates, themes, fonts and colors, and allow for previewing content for approvals before publishing.

Additional Tools and Services:

Vendor Access
Your community and your vendors are better protected from liability with the Associa Vendor Access Portal. The Vendor Access Portal gives your trusted vendors a centralized, easy-to-use interface where they can verify documents such as tax and insurance forms, invoices, and

contracts; process payments efficiently and securely; and gain visibility with your board members and homeowners.

Community Archives
Key Documents. On Demand.
Storing important home-related documents can take up space and finding them can take up time. Community Archives frees up your space and time by providing no-hassle document retrieval.

Our real estate document solution delivers critical property information to Realtors®, title companies, attorneys, mortgage lenders and homeowners.

Community Archives manages:

- Resale transaction processing
- Lender/mortgage questionnaires
- Property inspection requests
- Realtor fact sheets
- Appraiser information