



New name. New technology. Same exceptional service!

Dear Homeowner:

Last month you received a communication with your billing statement about Curtis's name change to Keystone and upgraded technology. Here is some additional information about the transition.

Our primary focus is to provide a seamless transition:

- *Please make sure your payment is made payable to the Association and not the management company.*
- *You will keep your current account number, however you will now need to mail your payments to the following payment address:*

P.O Box 513380
Los Angeles, CA 90051-3380

- *If you currently use recurring ACH through your PayLease portal and would like to continue to use this convenience, you will need to sign up for ACH in the new portal at KeystoneConnection.net.*
- *You may opt into e-billing statements when signing into the new portal.*
- ***Please see detailed instructions for portal registration at Keystoneconnection.net.***

We plan to have assessment balance forward data transferred over by October 18, 2023.

To access the new portal, please go to keystoneconnection.net after October 1, 2023. If you need assistance, our team can assist you when we launch the platform.

We are excited to see how these convenient features benefit the management of your HOA. Please let us know if you have any questions about these upgrades.

Warm regards,

The Keystone Team



Your association deserves an upgrade!

An even better way to HOA!

ANNOUNCING THE NEW KEYSTONE CONNECTION HOMEOWNER APP & PORTAL!

Starting October 1, 2023, you will have all of your HOA info readily available 24/7 right at your fingertips. In addition to the great features that you already have access to, we are upgrading you to a whole new level of convenience.

Here's what will be new for homeowners:

- **PAY BILL:** Pay assessments anytime, anywhere. We're placing convenience right in the palm of your hand
- **STAY IN THE LOOP:** Real-time access to community news, violations, work orders, calendars, and your association directory

Take these 3 easy steps after October 1, 2023:



- 1) **Download** the Keystone Connection app for free in the App Store (Apple) or in Google Play (Android) or log on to the KeystoneConnection.net portal
- 2) **Log on or Register:** Simply log on to our new portal, KeystoneConnection.net and click the registration button to sign up.
NOTE: The same username and password will be used for both the portal and app!
- 3) **Enjoy** convenience while you reconnect to where you live!

Keystone Connection board portal & app FAQ's

QUESTIONS? WE'VE GOT ANSWERS!

[When will I be able to access the new app and portal?](#)

The portal and app will launch on October 1, 2023.

[What's the difference between the portal and app?](#)

The portal and app will have the same information and functionality. The portal will be accessible from any web browser, and the free Keystone Connection app will be available via the App Store (Apple) or Google Play (Android) on mobile devices.

[How do I access the portal?](#)

Clients will be able to access the upgraded portal at keystoneconnection.net.

[How do I get help if I need it?](#)

You can contact your manager via email at infocarlsbad@keystonepacific.com.

[Will there be any changes to my bill?](#)

The October billing statement you will receive in late September will show your current balance, but you will not see payment history. You will see recent payment history that occurred after October 1, 2023.

[Where do I send my payment?](#)

P.O. Box 513380, Los Angeles, CA 90051-3380

[If I have recurring payment, what do I do?](#)

Please see the announcement letter in your billing statement for instructions.