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Delinquency Recovery Solution

EASY COLLECT™

Powered by AXELA

Is Your Association **Collections Process** Working for You?

Many HOAs rely on the “lien and foreclose” method—an approach with **uncertain** or even **harmful** outcomes.

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Uncertainty **for the Board**

Lengthy Process

"Why is it taking so long to collect from this owner?"

Costly Legal Fees

"That's more than the initial principal we're owed!"

Lack of Information

"Where are we on this file? Can I get an update?"

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Harmful to Homeowners

Limited Engagement

Homeowner outreach is often limited to what is required by law.

Costly Legal Fees

Legal fees pile up on the delinquent owner's balance.

Punishment over Recovery

Legal action, up to and including foreclosure, is the desired result.

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We’ve found a **better way**.

We are proud to introduce Easy Collect, a smarter, kinder HOA delinquency solution.

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Introducing
Easy Collect

Easy Collect offers a faster, more cost-effective, and more respectful approach to association collections.

Over 10,000 associations nationwide use Easy Collect to recover delinquent assessments.

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Easy Collect is a **merit-based** collections solution.

If we don't collect, the association doesn't pay. It's that simple.

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Easy Collect **Benefits**

Community Focused

Designed for the specific needs of Condos & HOAs

Full Cycle Transparency

Every action is tracked and reported for clarity

An Ethical Approach

Ensures respectful treatment of delinquent homeowners

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A Superior **Alternative**

When compared to sending files to an attorney

75
DAYS TO RESOLVE

Faster Recovery

84% of delinquent accounts referred to Easy Collect are resolved within the first 75 days of initiating collection actions.

100
PERCENT TO ASSN

More Cost Effective

Your association receives 100% of assessments and fines collected. We don’t take any of your recovered funds.

<5
PERCENT LEGAL ACTION

Higher Success Rate

Fewer than 5% of accounts referred to Easy Collect require legal action, and less than 1% result in foreclosure.

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Homeowner **Engagement**

Easy Collect uses a proactive engagement strategy to help delinquent homeowners avoid the costs and consequences of legal action.

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Multi-Channel **Outreach**

Effective and respectful homeowner engagement

A Multi-Channel Approach

- SELF-SERVE ONLINE PORTAL
- REQUIRED MAILINGS
- TEXT MESSAGE CAMPAIGNS
- EMAIL CAMPAIGNS
- CALL-CENTER SUPPORT

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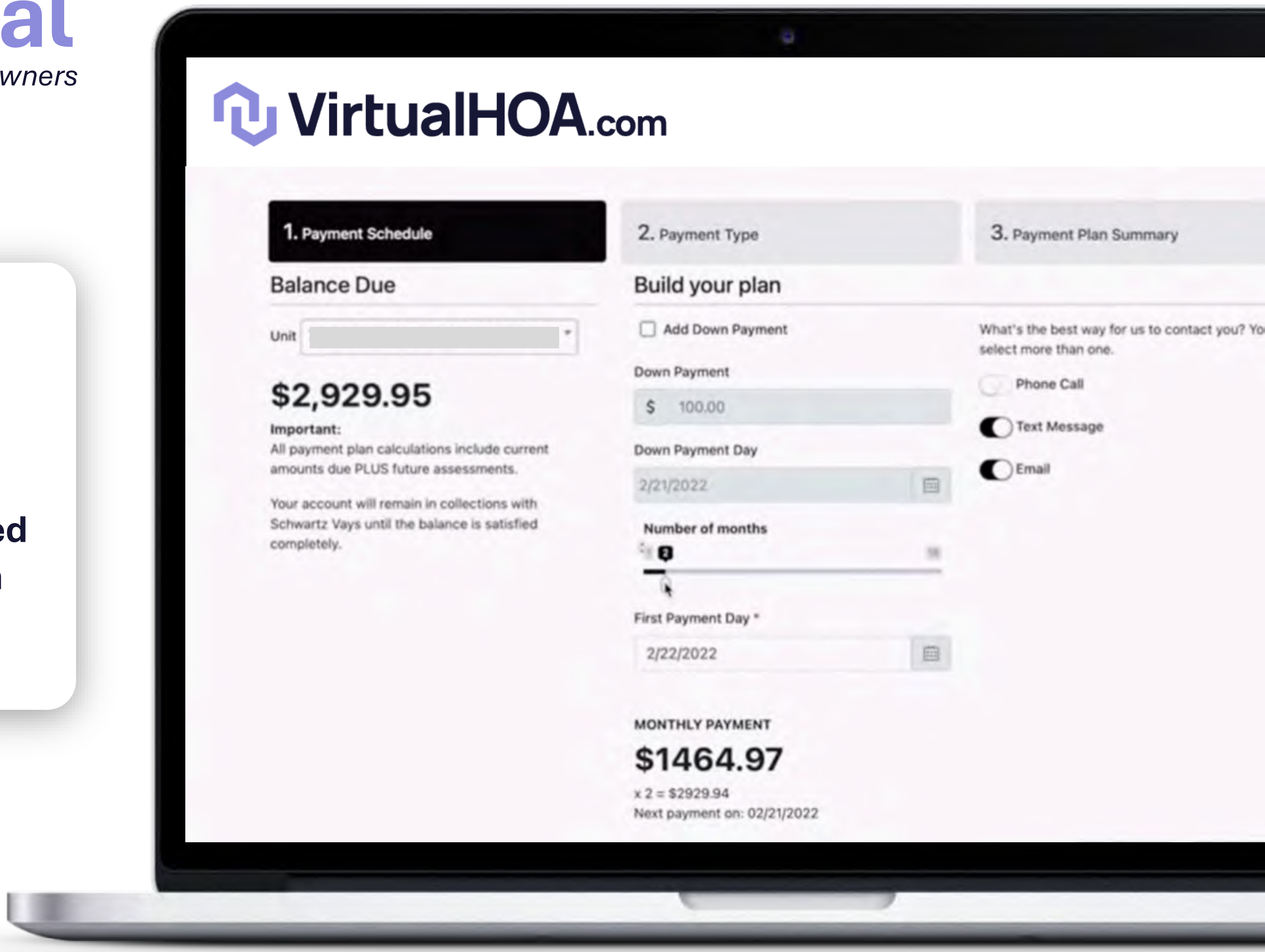
Self-Service **Portal**

Discrete online portal for delinquent owners

Convenient, 24/7 Online Access

Board-Approved Payment Plan Terms



Your Board is **in Control**

Easy Collect puts the Board in the driver's seat for important decisions and gives you the info you need to make those decisions.

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No Risk to the Association

The association isn't on the hook when Easy Collect is on the job

100% of delinquent assessments, special assessments, fines, and pre-existing fees are **distributed to the association** when collected.

Collection fees are **passed through** to the delinquent owner and deferred until collected from that owner. Association doesn't pay fees.

Fully compliant with all federal and state regulations, and follows your association's governing documents.

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Board **Portal**

Convenient, 24/7 Online Access

Full transparency on all accounts

Easy Reports & Dashboards

Auto-submit Units Based on Your Criteria

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Reporting Transparency

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COLLECTION STATUS REPORT

Report Date	Report Name	Collection Agency
09/09/2025 - 10/09/2025	Collection Status Report	Sc

ABC Property Owners Association

JAKE JOHN ANYBODY — **PROPERTY ID:**
12345 Lovely Nice House Lake, NY 12345 — Stage: Lien Filed -
Balance: $2,925.89 — Payment Plan: Yes
Active Tags: Payment Plan

10/02/2025 09:15 AM	Incoming Call: Jake John Anybody	Call Dispo
09/030/2025 10:03 AM	Note title: Inbound	
10/02/2025 11:12 AM	Outgoing Call: Jake John Anybody	Call Disposition: No answer Left MSG
09/28/2025 02:15 PM	Note title: Inbound Call	
09/27/2025 04:49 PM	Incoming Call: Jake John Anybody	Call Disp
09/27/2025 10:36 AM	Outgoing Call: Jake John Anybody	Call Disp
09/25/2025 01:00 PM	Email From: System Subject:Platform Notification - Payment Plan Agreemen	To: jakej
09/24/2025 11:00 AM	Email From: System Subject:Platform Notification - Payment Plan Agreemen	To: jakej

JANE EVERYONE SMITH — **PROPERTY ID:**
12345 Dream McMansion Home, NY 12345 — Stage: Notice of I
Balance: $10,852.36 — Payment Plan: No
Active Tags: N/A

10/08/2025 04:21 PM	Incoming Call: Jane Everyone Smith	Call Disposition: Followup Needed
10/08/2025 02:35 PM	Note title: Outbound	

Access full communication histories

Subscribe to get reports via email

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Here's how **it works**

Easy Collect makes delinquent assessment collections, well, easy.

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The Collection **Process**

Most cases resolved in the first 100 days

Outbound Engagement*

Letters – Emails – Texts - Calls

Onboarding
Research
Records
(Underwriting)

Silent Period
FDCPA
Engagement Letter
~(30 days)

Mult-Channel Engagement
~(31-75 days)

Strategic Engagement
Lien Recorded
~(76-100+ days)

Escalation
The Board
determines
next steps

**All condition precedents are met during this period.*

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What it **Costs**

All fees are passed through to the delinquent owner

Two admin fees charged during the Owner's Collection Journey

Onboarding
(0 days)
$400 Admin fee charged

Silent Period
~(30 days)

Homeowner Engagement
~(31-75 days)

Lien Filing
~(76-100+ days)
$400 Admin fee charged *if lien filed*

Escalation
The Board determines next steps

+Late Fees & Interest
As prescribed in the Association's governing documents. These are used as negotiating levers for payoffs & settlements by owners.

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Why Choose Easy Collect?

Let's review the advantages of Easy Collect for recovering your association delinquencies...

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The Easy Collect Advantage

Let's Review the Benefits of Easy Collect

Community Focused	Full Cycle Transparency	An Ethical Approach
☑ No risk to the association	☑ Board sets the parameters	☑ Multi-channel outreach
☑ Adheres to Governing Docs	☑ Outreach Logging (even listen to call recordings!)	☑ Self-Service resolution portal
☑ Board Determined Escalation Actions	☑ Full transparency and reporting	☑ Strict ethical and legal guidelines (Fed & State)

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Take the
Next Step

Get started now and get your first deposit of recovered funds in as early as 60 days.

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Thank You!

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