

Dear CYC Members:

It has been brought to our attention that if you paid your monthly bill based on the amount due on your online statement you may have paid the wrong amount. If you paid your bill via your paper statement or through the ACH Direct Deposit, please disregard this message.

Your June online statement currently reflects the correct amount due. All payments and charges received by July 19, 2010 have been posted and are reflected on your online account. If we have received your payment after the 19<sup>th</sup> then it will not be posted to your account until next week. Please log-on to you online account at <http://www.pcsgrp.com/sites/coronado/html/login.cfm> and check that you do not have a balance under the 30 Day Column on under your July tab.

If it shows a balance in the 30-Day Column, please submit the remaining balance by the end of the month and let us know that you have already submitted a payment based on your online balance at the beginning of the month so we can avoid the late fee charge and make sure you are not placed on the delinquent list.

When paying based on your online statement, a good rule of thumb is to check to see if your dues have been posted to your online statement since that is the last thing posted to your account before we issue statements. If your dues are not posted, then the amount due is probably incorrect and you should give us a call to verify. CYC will email you to let you know when your online statements are available. Please don't assume that since it is the first of the month that your online statement is available to view and pay your bill.

If you want to be sure that you pay your account in-full and on time every month, please talk to the Front Office about ACH payments. We already have 179 members signed up and counting! We do not debit your account until the 15<sup>th</sup> of the following month, giving you plenty of time to review your charges and let us know if there are any errors before the funds are removed from your bank account. We are terribly sorry for any inconvenience this may have caused. We are working closely with our software provider to eliminate these errors. Thank you for you patience and understanding.

Fair Winds,

Robyn Hennon  
Controller  
Coronado Yacht Club