



DELINQUENT ACCOUNTS, COLLECTIONS, LIENS, AND FORECLOSURE PROCESS

These are the steps taken when an account is delinquent after late fees and interest charges have been added to the account if applicable.

Step 1 - The following notices will be mailed to the homeowner:

- 30 days late - Our records show an unpaid balance on your account that is now more than 30 days past due. Your Association relies on your prompt payment of Assessments (homeowners dues) so that it may meet its obligations in a timely manner.
- 45 days late - Our records show an unpaid balance on your account that is now more than 45 days past due. Your Association relies on your prompt payment of Assessments (homeowners dues) so that it may meet its obligations in a timely manner.

If you need to make payment arrangements or notify us of a check coming through the mail, call us at 337-273-0319 or email xxx@bgrealty.com.

- Final Letter - Pursuant to the Association's Governing Documents and Collection Policy, the Board of Directors of XXXX HOA requests payment of the balance on this statement within ten (10) days of the date of this notice. PLEASE NOTE, THE ABOVE BALANCE DOES NOT INCLUDE AMOUNTS DUE AFTER THE DATE OF THIS NOTICE.

This is the only notice you will receive before this matter is referred to legal counsel and/or submitted to a collection agency. If payment is not received within ten (10) days, XXXX HOA, through its Agent, will file a Lien against your home among the mortgage records of the Parish Courts to secure the amount of delinquent assessments, costs of collection, late charges permitted by law, and attorney's fees. Additionally, your past due account may be submitted to an Independent Collection Agency.

Once your account is sent to the collection firm, the responsibility to settle this matter is between you and the collection agency. There WILL be additional collection costs. When your file is sent to collections, you MUST only contact the collection agency to settle your debt. Neither the Management Office nor your Board of Directors will be able to assist you.

Please make your check payable to XXXXX HOA c/o GB Realty

If you have any questions regarding this Notice, please call our office at 337-273-0319 or email xxx@bgrealty.com.

Your Board of Directors

XXXX HOA

Step 2 - If the HOA Board does not already have in place a set parameter (either days past due or a dollar amount) where they would like the delinquent accounts to be sent to collections, then a list of delinquent accounts is forwarded to the Board. The Board will then decide if they would like to place them in collections.

Step 3 - The Board must send to BG Realty in writing the name and address of the person they would like placed in the collections. This can be either via email or regular post.

Step 4 - BG Realty will forward the name of the person, address, and ledger (payment history) to the collection company. The company BG Realty uses for collection of debt is Axela. When in Axela, the homeowner's account will continue to be charged the regular dues, any interest, late fee, or violation*. Axela keeps all the interest and late fees that are added to the account after the account is placed into collections.

*The dollar amount in BG Realty's system will remain the same amount from the time the account is sent to collections. Once the account is brought current through collections, the collections agency will forward a check to clear out the balance in the HOA's ledger for that account.

Step 5 – Axela will work with the homeowner to arrange payment or if there is no response from the homeowner, Axela will place a lien on the property. Axela avoids recording liens on homeowners' properties that owe under \$1,000 to avoid collection costs being a large percentile of the total amount owed. However, if they are not able to collect or make payment arrangements, Axela will eventually record a lien on the property following their collection process.

Step 6 – After a lien is placed on the property, the HOA may authorize that a notice of intent to foreclose be sent to the homeowner. (This is a free service)

Step 7 – In writing, the HOA can request a foreclosure be performed on the property. An attorney will be retained and there is a cost to the HOA for this service.

Step 8 – The attorney will:

- Update the lien
- File the lawsuit
- Have homeowner serviced
- If uncontested a default judgment can be made 21 days after service is made.

Step 9 – Wait for judgment. Once judgment is granted, the notice will be mailed to all parties involved, of the sale of the property through the Sheriff's Sale.