

UNDERSTANDING YOUR QUAIL CREEK BILLS

Member Account

To be authorized to charge to your Member Account, you will need to sign a Signing Privileges form. When you use your member account to charge at the Pro Shop, Member Services, The Grill restaurant, etc. you will receive a monthly statement with your charges. Statements arrive either by mail or by email. You can update your statement delivery method online under your Member Center profile or with Member Services 520-393-5822.

All authorized members in the home can independently charge using their member IDs (key fob, wristband, or member card). These charges are combined into one monthly statement.

A benefit of charging to your member account is the Loyalty Reward Program at The Grill! Every dollar spent at The Grill for food or alcohol will earn you Loyalty Points. Once you have accrued 250 Loyalty Points (equal to \$250), you will receive a \$25 electronic credit as a Loyalty Gift to your member account. Points are accrued independently and you can view your current points and gifts on the website under your Member Center profile.

Statements are sent the first week of the following month and payment is due by the 25th of the month (for example, your January statement is received the first week of February and payment is due February 25th). It is important to make a prompt payment to ensure your access to the community amenities is not revoked.

The recommended payment method is to visit quailcreekhoa.org to use a credit card or checking account.

If you prefer to send a check in the mail or through your bank's bill pay, please understand it takes about 2 weeks for the check to arrive at our Lockbox and for it to be applied to your account. **Be sure to include your 8 digit member number** in the memo line of the check, to ensure your payment is applied to your specific Member Account. Checks should be mailed to:

Quail Creek CC POA
PO Box 65433
Phoenix, AZ 85082-5433

If you ever have questions about your Member Account bill or have a dispute, please email: MEMBERAR@Robson.com.

How to pay online:

Visit quailcreekhoa.org and log in using your Member Number and password. Using the navigation bar at the top of the page, select:

- Member Center
- My Account
- Monthly Statement Summary & Payments

Select the statement date and make your payment. Contact the Web Admin if you experience any problems
Daryl.Laux@robson.com