



Laguna Woods Village®

EZ PAY FREQUENTLY ASKED QUESTIONS

How do I set up EZ Pay?

You can enroll in one of two ways:

- Visit lagunawoodsvillage.com > Services > Financial Services > EZ Pay automatic payment program > [EZ Pay Authorization Agreement Form](#)
- Visit Resident Services Monday–Friday to complete the form and provide a voided check in person.

How can I submit my form?

Forms may be submitted by mail, email or in person at the Community Center via the payment box or through Resident Services Monday–Friday. Addresses are listed on the form.

I do not have a voided check. What can I use?

As an alternative, you may provide a bank document that includes the bank name, resident's full name, full account number and full routing number. Acceptable documents include a bank email or letter, an online banking screenshot, an account summary or a sample check provided by your bank.

Can I update EZ Pay or change my account?

You can update your EZ Pay information in one of two ways:

- Visit lagunawoodsvillage.com > Services > Financial Services > EZ Pay automatic payment program > [EZ Pay Authorization Agreement Form](#)
- Visit Resident Services Monday–Friday to complete the form and provide a voided check in person.

This is the same process as enrolling in EZ Pay.

My debit or credit card number changed. Do I need to update EZ Pay?

No. If your checking or savings account number has not changed, you do not need to update EZ Pay. Payments are withdrawn directly from your bank account.

Do I need to submit a cancellation form if I am updating my account information?

No. The new information you provide will replace the current details on your account.

How do I cancel EZ Pay?

Complete the [cancellation form](#) and submit it by email to ezpay@vmsinc.org, drop it in the Community Center payment box or return it to Resident Services Monday–Friday.

How long does it take to cancel?

Cancellation requests must be received by the 25th of the month to avoid the next month's withdrawal. If your request is not submitted in time, please contact your bank to stop payment on the upcoming withdrawal.

Do I need to cancel EZ Pay once my unit closes escrow?

No. Your EZ Pay account will automatically be removed at the time of closing.

When do payments withdraw?

Payments are withdrawn on the 6th of each month. If the 6th falls on a weekend or holiday, the withdrawal will occur on the next business day. Payments are processed once per month, typically between the 6th and 8th, and EZ Pay will not withdraw again until the following month.

What do I do if my payment is returned?

If a payment is returned due to insufficient funds, a closed account or another reason, please submit a payment by check or cash by the 16th of the month to avoid a late fee. If you need immediate assistance, email ezpay@vmsinc.org.

Can EZ Pay be set up with a credit card?

No. EZ Pay is currently limited to withdrawals from a checking or savings account. However, through the resident portal, the main account holder may log in and pay assessments with a credit card. Please note that a 3.5% nonrefundable fee applies per transaction.

Can I obtain a statement?

Yes. Statements are available through the resident portal under "Statements." The designated account holder must log in to access them.

When will EZ Pay be effective?

If you would like EZ Pay to start next month, please submit the completed form along with a voided check by the 25th of the current month.

Will I receive confirmation my form has been received?

Due to the volume of forms received each month for new and updated account information, the Financial Services Department does not send individual confirmations upon receipt. If you submit your form prior to the monthly deadline, it will be processed. If a payment is not withdrawn by the end of the 8th of the following month, please email ezpay@vmsinc.org.

How do I get a refund for a duplicate payment after escrow closing?

Please email ar@vmsinc.org to request a refund for a duplicate payment and include the mailing address. All payments must be posted before a refund can be issued. A paper check will be mailed to the address and owner on file.