



HOA Profit Gurus



1. Provide a brief overview of your bank's history and when your bank started providing Homeowner Association (HOA) banking services?
2. How many years of experience do you have banking for HOA's? How many HOA management companies do you do banking for?
3. Who is your parent bank, if any, and what is your bank's ratings?
4. Explain your Association Management banking (you pay for banking services, and no credits to Management company or is your model Earnings Credits pay for banking services)?
5. Will you pay for annual Coupon Books as an incentive for having us as a management banking client?
6. What are other benefits or incentives you provide to us the management company as a client?
7. Do you provide Merchant/Credit Card processing for Homeowners and what is cost to us?
8. Do you provide online check payment capabilities as well?
9. Is an electronic file provided to upload credit card and online check payment transactions, and will it upload to Jenark Accounting software?
10. Where are your branches located?
11. If no branches are in Arizona how and where do we make deposits that may come to office?



12. IF you provide a check scanner and how much will it cost for us to use it?
13. Can you process homeowner account numbers with alphanumeric characters for coupons?
14. Are homeowner checks processed at the lockbox the day they are received?
15. Do you promise no lockbox reject checks? If not, how long does it take to receive the reject checks from you?
16. Do you set up daily address verification into your lockbox software to cut down to no reject checks?
17. Are your lockbox reports able to be read and uploaded into Jenark software? Who is responsible for this initial set up and what is cost to us?
18. How do you handle online bill pay checks that come with no coupons? Will the automatically be rejects?
19. How is ACH/Direct Debit processed? What are the steps?
20. How are we notified of NSF checks or returned ACH's?
21. Do you provide Association websites, and what is the cost to us?
22. Do your Association websites integrate with Accounting software to provide accounting data to homeowners, who does that integration and what is the cost to us?



23. What is the process to open new bank accounts? How long does this process take?

24. How long will it take to set up all initial bank accounts? What will be the process for this initial setup?

25. What ways can you provide us bank statements? How long will it take us to receive them?

26. What services are provided in your online banking services?

27. Can we do online book transfers from Association Operating or Reserve accounts to other accounts under management? (ie we pay our own management fees from Association accounts?)

28. How will we be able to research deposits?

29. Do you have a specified customer care call center for our business? Will there be a specific group of people that we will talk to every time or will they be random individuals? Will they be familiar with us and our accounts?

30. What benefits would we receive from your bank that make you stand out from the rest?

31. What is your client's favorite banking service that you provide?

32. What is the one area that your company is focused on improving?

Provide 3 Management Company References that bank with you and use Jenark software:



HOA Profit Gurus



- Name: _____ Company: _____ Phone: _____

- Name: _____ Company: _____ Phone: _____

- Name: _____ Company: _____ Phone: _____