

### PURPOSE OF THESE PROCEDURES:

These procedures are being developed to fairly and equitably manage the Accounts Receivable associated with ALL RLCAR Members to ensure that everyone is paying their fair share of association expenses.

These procedures will apply to ANY AND ALL invoices sent to and payments received from RLCAR Members, regardless of what the billing purpose is (dues, fees, classes, events, assessments, etc.).

### PAYMENTS NOT RECEIVED:

FIRST NOTICE is sent via email if payment has not been received within 30 days of the due date:

- A Reminder Email will be sent to the Member stating that the invoice is 30 (thirty) or more days Past Due and has begun accruing late charges of \$50.00 monthly until payment is received.
- Within this email the member will be provided with information on disputes, the dispute process, and the dispute form.
  - The member will have 10 (ten) business days from the date of the email to dispute the invoice, all disputes must be on the Billing Dispute Form and substantiation/proof of their argument must be included when the Billing Dispute Form is filed with the Association.

**If no Dispute Form is received, the charge will be considered valid and the member will have forfeited their right to Dispute this charge in the future**

**If No Dispute Form was Received within 10 Business days AND payment has not been received within 60 (sixty) days of the initial billing date:**

A SECOND NOTICE EMAIL will be sent to the Member and the Qualifying Broker will be carbon copied that:

- the invoice is now 60 (sixty) or more days Past Due,
- has accrued late charges at a rate of \$50.00 monthly since the date of the original invoice,
- is no longer valid for Dispute since no response was received from the first email,
- that their membership has been suspended and
- that they must contact the RLCAR Office by \_\_\_\_\_ date (at 90 days) to determine current amount due with accrued Late Fees and make payment or their membership will be terminated.
- Invoices that are 60 (sixty) or more days past due will be assessed a \$10.00 fee for each collection invoice/correspondence sent via certified mail.

If payment is not received by specified date, Member is terminated, and the member may apply for reinstatement in a manner prescribed for new applicants after making payment in full of all accounts due as of the date of termination.

**If A Protest Form was Received within 10 (ten) days (no payment made):**

The member will have 10 (ten) business days from the date of the email to dispute the invoice, all disputes must be on the Billing Dispute Form and substantiation/proof of their argument must be included when the Billing Dispute Form is filed with the Association. This will then be presented at the next meeting of the Finance Committee.

**If the amount of the outstanding invoice does not exceed \$50.00**, the Finance Committee will determine whether to accept or reject the Protest, and will either:

1. **Accept the Dispute:** A Notice of Protest Acceptance will be emailed to the Member and the outstanding invoice written off, or
2. **Reject the Dispute:** A Notice of Protest Rejection will be emailed and mailed via certified/return receipt mail to the Member notifying them of such and that they must pay the total outstanding invoice, with late fees within 7 (seven) business days of the notice mailing, or their membership will be suspended. If payment is not received within that 7 (seven) days, their membership is suspended on the 8<sup>th</sup> day and the invoice written off. If the invoice remains unpaid at 90 days past due their membership will automatically terminate. The member may apply for reinstatement in a manner prescribed for new applicants after making payment in full of all accounts due as of the date of termination.

\*Each month the Board will be notified of any outstanding invoices under \$50.00 which were protested and the ruling on each by the Finance Committee.

**If the amount of the outstanding invoice does exceed \$50.00**, the Finance Committee will present the Dispute with all substantiating evidence from the Member and RLCAR to the Board of Directors at their next meeting for acceptance/rejection. The Board may rule at the time the Dispute is presented or within 30 days of their notification of the Dispute.

Member will be notified of Board's decision within 7 (seven) days of the Board's ruling and given 7 (seven) additional business days to pay the outstanding fee and all accrued late charges or have their membership suspended on the 8<sup>th</sup> day, at which time the balance is written off. If the invoice remains unpaid at 90 days past due their membership will automatically terminate. The member may apply for reinstatement in a manner prescribed for new applicants after making payment in full of all accounts due as of the date of termination.