

February 26, 2020



DESTINATION MAUI INC.
Homeowner Association Management

Owners
Association of Apartment Owners of
The Whaler on Kaanapali
Lahaina, HI 96761

Subject: 2020 / 2021 Maintenance Fees, Electrical Billing in Coupons
(April 1, 2020 through March 31, 2021)

Dear Owners:

Enclosed are your monthly individual payment coupons for maintenance fees, reserves, and electric for the 2020-2021 fiscal year. Your monthly electric assessment has been determined for the year based on historical data and our best estimate of costs. At the end of each fiscal year your electric bill will be reconciled to your unit and you will either owe the difference and will be invoiced at such time, or if there is a credit it will be refunded to you or credited to your unit's ledger depending on your preference.

The new payments will take effect on April 1st, 2020. There will be no increase in the 2020-2021 fees. Please note that all fees are due on the first of every month and a late fee of \$50.00 will be assessed if payment is received after the 15th of the month. Failure to pay late fees will result in the late fees being deducted from future payments, and any resulting short-paid fees may incur additional late fees. Upon mailing in your coupon with your payment, please be sure to **include your Association's name, unit number, and last name on unit**, and mail to the following address for processing:

**The Whaler on Kaanapali
c/o Destination Maui, Inc.
P. O. Box 1641
Honolulu, HI 96806**

Please DO NOT send payments to our Kihei Office address. This may result in a delay in posting payments and you will be assessed a manual processing fee of \$5.00.

If you are an Owner subscribing to the ACH/Surepay automatic payment system, a coupon book is NOT enclosed, and you do NOT need to submit another ACH/Surepay form. Your new monthly fees including the electric portion will be deducted as usual between the 10th and 12th of each month. Please note that effective immediately, the ACH/Surepay deduction will now be based on what your total balance is at the time the ACH/Surepay is processed. This may include guest service fees, utility charges, work orders, etc., if applicable.

If you do not subscribe to these charges, then the ACH/Surepay withdrawal will be based on your regular monthly fees. If you are not on Surepay, please fill in the attached Surepay

Automated Payment form and email to our office if you want to sign up for this service. See the enclosed brochure for payment options.

A feature that our software currently offers is that Owners will be able to go online to view account balance and ledger history and edit your banking information if you are on ACH/Surepay automated system. Please contact our office for your unique login information.

If you have further questions or concerns, please contact us.

Sincerely,

DESTINATION MAUI, INC.
Managing Agent

/s/ Jacquelyn N. Phillips

Jacquelyn N. Phillips
Account Executive

Enclosures: **Maintenance Fees Schedule**
Budget Summary
Surepay Automatic Payment Form
Coupon Book/Remittance Envelopes

c: Association Accountant