

Frequently Asked Questions (FAQ)

Q: How are funds withdrawn directly from my account?

Funds are withdrawn **only** with your authorization via your electronic signature. Electronic security features are in place so that no one can deduct money from your account automatically unless your electronic signature specifically authorizes it. However, if somehow someone gained access to your electronic signature or security was breached the only beneficiary would be DLCA.

Q: Are electronic payments via the Web riskier than paper checks?

No. Electronic payments are safer than writing a check. The electronic payments can't be lost or stolen. All Electronic Fund Transfer (EFT) transactions are governed by strict national rules and guidelines. Over four billion EFT transactions are processed annually in the United States. Also, Ea\$yDraft, our payments provider, uses 128bit SSL encryption and firewall technology helping to secure the safety of your transactions.

Q: When is the electronic payment taken from my account?

On the payment screen you can specify whether you want your payment made one time based on the specific date you input, or quarterly. The payment screen will show you the next withdrawal date, based on the payment frequency you choose. When the date you have selected falls on a weekend or holiday, the transaction will occur on the next banking day.

Q: Can I try out the service by paying one time?

Yes. You may try it out by selecting "One Time" in the frequency drop down box during the sign up process. You will see how easy and efficient the process really is.

Q: If I don't write checks, how do I keep my checkbook balance straight?

Your recurring payment is made on a pre-established day so you know in advance when you should deduct it from your check book. We recommend you establish a check overdraft protection feature with your bank so that in the event you do forget to post the payment to your check book, your bank will not return a payment (Check or Electronic Payment) due to a lack of funds in your account. It protects you from incurring an NSF charge from your bank and DLCA.

Q: Why can't I pay by recurring credit card on the Web?

The recurring credit card service via Web payment is not available, as it's been determined that the processing costs are too prohibitive to the DLCA. If you strongly desire to have this feature, then send an Email to the DLCA Board specifying if you would be willing to pay the added cost incurred.

Q: How can I keep a record of the amount I have paid?

Your bank statement will include an itemized list of the one-time and recurring payments from your bank account. Also, you will receive an automated email (you must provide a valid email address) after completing your online payment. The payment receipt email will contain all pertinent information including, name, amount, date of payment, Davis Lake web/other info, etc.

Q: Can I make a payment today if I am past the recurring payment withdrawal date?

Yes. You can make a one-time payment today and set up a recurring payment for the next DLCA payment.

Q: What if I want to change banks or bank accounts or change/cancel the amount of my recurring payments?

You can make changes any time. Simply access the DLCA web site (www.davislake.org) click on the link 'Online Payments-EasyDraft' – then go to 'Change or Cancel your recurring payment' – enter your email and password - click 'modify' or 'cancel' – make your changes as appropriate - click submit at the bottom. You will get an email confirming your changes.

Q: Is there any charge to me from my bank to pay online?

No. Electronic funds transfers received by your bank carry no bank fees to you. Some banks charge to originate an electronic funds transfer. In this case they receive a demand for an electronic funds transfer payment. This is similar to the presentment of a paper check, which is a demand for payment in paper.

Q: Can I designate a specific timeframe for a recurring Payment?

Yes. You can set your recurring payment up to start and end exactly when you want it to. Just make sure your payment reaches the DLCA in time to prevent any late charges.

Q: Can I make payments for Association Dues, Tennis, Pool, etc. via the Web Payments site?

Yes. You can make payments to the DLCA for any charge you incur.