



205 Paloma Dr
Temple, TX 76502
(254) 760-0665

Dear Homeowners,

Beginning **November 1, 2025**, Colby Property Management will **no longer accept any payments in our office** located at **205 Paloma Dr., Temple, TX 76502**. This includes all **cash payments**.

Going forward, **all payments must be made through Zego** using one of the following options:

- **Online:** Pay by Credit Card, Debit Card, or ACH (bank account) through Zego.
- **By Mail:**
P.O. Box 53307
Phoenix, AZ 85072
- **By Phone:** 866-729-5327

Please make sure your payments are **received by Zego on or before the due date** shown on your invoice. Payments sent to our Temple office will be **returned to the sender**, which may cause delays and could result in **late fees**.

For those homeowners that use Billpay through your bank, please contact your banking institution to advise them to send your payments to the Zego address mentioned above. If the payments are received in the Temple office, these payments will also be returned to sender. It is imperative for you to update your bank to avoid late fees and confusion.

This change also applies to **pool cards and gate remotes**. Payments for these items must be made online through Zego. Once your payment is complete, please provide us with a copy of your receipt, and we'll issue your pool card or remote. You can either pick them up at the office or have them mailed to you.

Exceptions:

Communities that **reserve amenity centers or pool areas** will continue using the current process. Fees and deposit checks for those reservations may still be mailed or dropped off at our Temple office.

Zego Processing Fees:

- Debit Card (online): \$6.95 flat rate
- Credit Card (online): 3.5% of total
- ACH (bank draft): \$0.90 per transaction
- Phone payments: varies, typically \$20.00–\$25.00 per transaction



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If you have any questions or need assistance setting up your Zego account, please contact our office at **254-760-0665** or email us at **manager@colbyhoa.com**.

Thank you for your cooperation and understanding as we transition to this more secure and efficient payment process.

Sincerely,
Colby Property Management