



Helpful information about your monthly statement:

- Dues are billed in advance. (Example: April dues will be charged on the March 31st statement.)
- The quarter for your food minimum starts the month you joined. (Example: if you join March 1, your quarter is March, April & May.)
- Always read the notes in the body of your statement for news and helpful information.
- Statements are mailed or emailed on the 1st of each month, dated the last day of the previous month. Statements are due on receipt.
- Payments MUST be received by accounting no later than the last day of the month to avoid late charges. Payments received on the 1st are LATE.
- There is a Member Payment Box just to the left of the Concierge's Desk.
- It takes an extra day to update your statement on the website. Details of your charges can be found by clicking on the statement line item.
- The easiest way to keep your account current is to let us set up an automatic draft on your bank account. (ACH)
- If you set up "bill pay" through your bank, allow a week for it to be delivered in the mail. A check scheduled to be mailed on the last day of the month will be late!

If you have any questions about your monthly statement, please call Teri Hennessy at 418-7477 (accountant@pinnaclecc.com) or Debra Carson at 418-7474 (controller@pinnaclecc.com)