



## Outstanding Balance Resolution Form

Association: \_\_\_\_\_

Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Account Number (if known): \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

*In order for us to assist with your dispute please following the below instructions:*

1. Request an account ledger to review, [Accountsreceivable@levelprop.com](mailto:Accountsreceivable@levelprop.com)
2. If a payment is missing off your account ledger
  - a) If the payment was paid by personal check, please contact your bank directly to request the front and back of the cashed check.
  - b) If the payment was paid by a bill payment from your bank, please contact your bank directly to provide the front and back of the cashed check.
  - c) If the payment was paid electronically from your bank, please contact the bank directly to provide a tracking/tracing number.
  - d) If the payment was paid by Money Order or Cashier's Check, please contact the issuing bank directly to provide the front and back of the cashed money order or cashier's check.
3. If payment was sent but not cashed, stop payment on your sent check and then send a replacement payment

Once all information requested is received, please allow 5 business days for a response.

The form and requested proof of payment can be returned using the following methods:

- **Email:** [Accountsreceivable@levelprop.com](mailto:Accountsreceivable@levelprop.com)
- **Fax:** 702-444-2416
- **Mailed to:** Level Community Management, 8966 Spanish Ridge Ave #100, Las Vegas, NV 89148