

Your statement and payout, explained

You should know exactly what your home earned, when the money moves, and who to call. Here's how the cycle works today, and what we're changing to make payouts land faster.

WHAT'S CHANGING

We're testing a banking partner that offers **same-day and weekend ACH**. If the pilot market goes well, we'll move quickly to roll it out to all owners this fall, so your payout arrives the day it's released.

THE MONTHLY CYCLE

STEP ONE

1st–5th

The prior month closes and every line is reconciled

STEP TWO

By the 8th

Your statement posts and your payment is released

STEP THREE

8th–15th

The ACH transfer settles and funds appear in your account

COMING THIS FALL Step three is the one we're removing. We're testing a new banking partner with same-day and weekend ACH, and if that test market goes well we'll move quickly to roll it out to all owners this fall. Thank you for your patience while we make payments faster and more predictable.

When will my statement be ready?

Always by the 8th. Your statement covers the prior month and posts once every reservation, adjustment, and expense for that month is reconciled.

Why does the exact day move each month?

We release your payment on the same day every month. Our current bank processes ACH transfers only during business hours on business days, so a weekend or holiday near the 8th can mean your deposit arrives a few days later than usual.

Do I need to do anything for the bank change?

Nothing at all. Your account details stay the same and we handle the transition on our end. We'll let you know before your market moves to same-day payouts.

When will the money hit my account?

Your payment is released from our accounts by the 8th. ACH transfers take a few business days to complete, so funds typically appear shortly after that.

Is Avari holding my funds?

No. Your money is disbursed as soon as the month is closed and reconciled. Avari gains nothing from a slower transfer. That's exactly why we're paying to make it faster.

Something looks wrong. Who do I call?

Start with your local team. They see the same statement you do. If it needs accounting, they'll escalate the same day and stay on it with you.

Three things that keep your payout on time: confirm your banking details are current, keep one primary contact on file for financial questions, and tell us before you change any account information.

QUESTIONS?
REACH OUT TO
YOUR LOCAL
TEAM