



Dear Homeowner,

This is an important notification regarding a change in the processing of your homeowner association assessment and association banking relationship. Your association is transitioning to a partnership with CINC Systems, LLC for accounting and web services and Alliance Association Bank (AAB), a division of Western Alliance Bank for all banking services. CINC Systems and AAB specialize in the HOA industry to provide products and services uniquely geared towards community associations.

Our transition to CINC and AAB will take effect on January 1, 2022. The transition period will occur for two weeks prior to this date through the end of January. Please note that during the transition period, you may experience a delay in some processes. It is imperative that we briefly suspend transactions in order to bring your community's data into the new system. For example, online payments and homeowner balances will be temporarily unavailable while we verify homeowner balances in the new system.

Going forward assessment payments will be processed by Alliance Association Bank. AAB uses the latest lockbox technology to process and deposit your payments accurately and quickly. The following details are provided for your assistance.

Reducing the number of payments coming to our office and redirecting payments still being sent to the previous processing center will dramatically change the speed and accuracy in which your payments are credited to your account. To complete this conversion and maximize our staff's time to complete your accounting needs and answer your calls quickly and efficiently, we are asking that you help us with the following updates:

#### **Payment Options and New Website Information**

**We encourage you to register for the new website now.** Please be aware that it will be "Under Construction" until January 1, 2022, while we add Association documents and other pertinent information.

The process includes completing the online log in registration form. Once the registration is approved by Empress Management you will receive an email with a link to create your password.

Once you have done this you will be able to:

- Safely pay your assessments online.
- Access your account transaction history in real time.
- Create, modify, and view recurring assessment payments.
- View your neighborhoods upcoming events in the calendar section.
- Be a part of a community directory if you opt in to do so.
- Send emails directly to your management company through your personal message center.

**<https://empressmgt.cincwebaxis.com>** for these payment options.

- One-Time eCheck – One-Time ACH direct debit. No fee.
- Recurring eCheck /ACH – Recurring direct debit withdrawal. No fee.
- Credit Card – All credit cards are accepted. A Service fee applies and is charged at the time of payment.

## Bill Pay Service

{Community Name}  
c/o Empress Management Processing Center  
P.O. Box 622638  
Orlando Florida 32862-2638

We recommend and encourage homeowners to use the bill payment service provided by their bank. If you utilize your bank's Bill Payment Service, please do the following:

1. **You must delete the existing payment profile and create a new one to the address listed above. The existing bill pay service WILL NOT carry over to the new bank.**
2. Ensure the check is made payable to your association and the memo portion includes the following information/instructions: Your Management Company ID 7071 - Association ID - Property Account Number (example: 0000 – DAY – 10). ***This information is outlined on your payment coupon.*** Please enter this into your bill profile as a memo.

## US Postal Service Payments- If you are using coupons

1. Please mail your assessment payment to the below processing center for prompt and accurate processing:  
[Community Name]  
c/o Empress Management Processing Center  
P.O. Box 622638  
Orlando Florida 32862-2638
2. **You must include your payment coupon with your check in the windowed envelope provided to ensure your payment is accurately processed to your account.**
3. If you are paying for multiple properties, please send a separate coupon and check for each property.

Failure to update the address in your online bill pay system may result in delayed and or returned payments which may result in late fines being added to your account.
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Thank you for your help with this vital and important change allowing us to better serve your community needs.

Sincerely,

*Sarah Morrow*

Sarah Morrow  
President  
Empress Management, LLC