



Dear Homeowner:

Community Management Services is transitioning to a partnership with CINC Systems, LLC to provide your community's payment processing, banking, and web services. We think you will see a positive impact from this partnership and look forward to continuing to provide you with the highest level of service.

Our transition to CINC will take effect on June 1, 2024. Please note that during the transition period, you may experience a delay in some processes. It is imperative that we briefly suspend online payments from May 28 through May 31 in order to bring your community's data into the new system. Homeowner balances will be temporarily unavailable online while we verify them in the new system.

For your convenience, Community Management Services in conjunction with CINC Systems, LLC will provide the following methods of payment:

- 1) **Online Payments:** You will be able to make online payments using either e-check or credit cards on or after June 1, 2024. To make your payments, please go to our website at **<https://cms.cincwebaxis.com>**. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. On your first visit to the website, you will need to register. Simply click on the "Register" button and complete the information required. Once your registration request is reviewed and validated by Community Management Services, you will receive an email with a link to set your password. You can then log in with your email address and new password to make payments and access information about your community.
- 2) **Online Recurring Payments:** Our website also allows you to set up automatic recurring payments. To set up your recurring payments, log into your account and then click the Pay Assessments Link. On the Pay Assessments page, you can choose to set up your recurring payments for e-check or credit card by clicking on the New Recurring E-check or New Recurring Credit Card link. You will no longer be able to make payments on Heritage Bank's website. If you have signed up for automatic payments through Heritage Bank, this service will be discontinued May 28, 2024.
- 3) **Lockbox Service:** You will continue to receive billing statements. The Heritage Bank's PO Box to mail your payments will remain the same:

PO Box 11036
San Jose, CA 95103

More information will be provided about additional online features as we roll these out.

Please do not hesitate to contact our office if you have any questions regarding the transition to our new software.

Sincerely,

Community Management Services