

June 6, 2024

Dear Homeowner(s):

United Property Associates (UPA) is the management company for your association. UPA is transitioning to a partnership with CINC Systems and BankUnited to provide your community's payment processing, banking, and web services.

The transition to CINC will take effect on July 1, 2024. The transition period will occur for two weeks prior to this date through the end of July 2024. Please note that during the transition period, you may experience a delay in some processes. It is imperative that we briefly suspend transactions 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. Late fees will not be assessed for the month of July 2024.

For your convenience, you will now be able to use the following methods of payment:

- 1) **Online Payments:** Homeowners will be able to make online payments using either e-check or credit cards. To make your payments, please visit <https://upa.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, 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:** The website also allows homeowners to set up automatic recurring payments. To set up recurring payments, log into your account and then click the "Pay Assessments" link. On the "Pay Assessments" page, you can choose to set up the recurring payments for echecks or credit card by clicking on the "New Recurring Echeck" or "New Recurring Credit Card" link.
- 3) **Lockbox Service:** You will be receiving new payment coupons in the mail. The new address for mailing payments accompanied by a coupon is listed below. When writing your check, please make sure to make it payable to your association and include your property address on the memo line.
- 4) If you would like to pay your assessments using an online bill payment service or your personal bank's online payment service, you must delete and set up a new payee using the updated information below. This will ensure your payment is posted promptly.

Your Association Name
c/o UPA
PO Box 2339
Secaucus, NJ 07096-2339

We know you will see a positive impact from these partnerships, and we look forward to continuing to provide you with the highest level of service. Please call customer service at (757) 995-1387 if you need assistance.

Sincerely,



Anita Loonam
Executive Vice President – Association Management Division

GROWTH THROUGH EXCELLENCE

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