

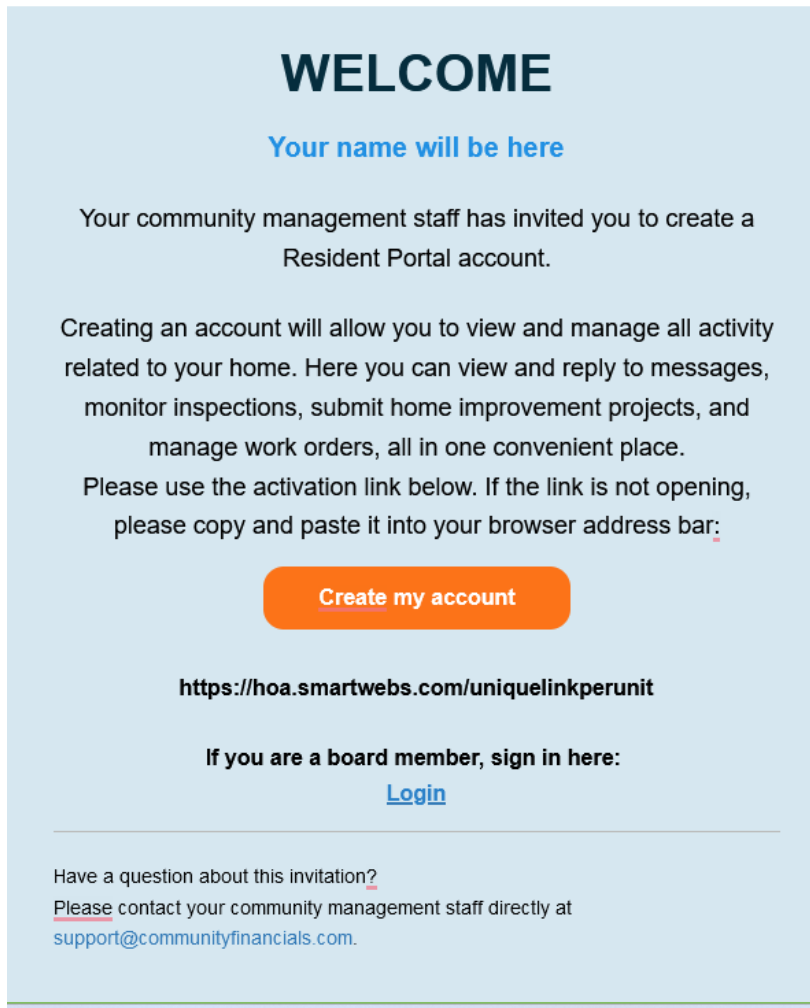
Dear Homeowner,

We are pleased to introduce ourselves as the new financial manager for **Village Plaza Condominium Association**. Community Financials will work together handling the monthly financial services and some other administrative matters.

Our service includes an online owner's portal where you can go to:

- Update your contact information
- View and print your account ledger & make a payment
- View answers to Frequently Asked Questions (FAQs) and more.

You have two options to register for your unit portal. You should have received an invitation to your unit portal that has a bright orange button that says 'create my account' see below:



WELCOME

Your name will be here

Your community management staff has invited you to create a Resident Portal account.

Creating an account will allow you to view and manage all activity related to your home. Here you can view and reply to messages, monitor inspections, submit home improvement projects, and manage work orders, all in one convenient place.

Please use the activation link below. If the link is not opening, please copy and paste it into your browser address bar:

[Create my account](#)

<https://hoa.smartwebs.com/uniqueinkperunit>

If you are a board member, sign in here:

[Login](#)

Have a question about this invitation?
Please contact your community management staff directly at support@communityfinancials.com.

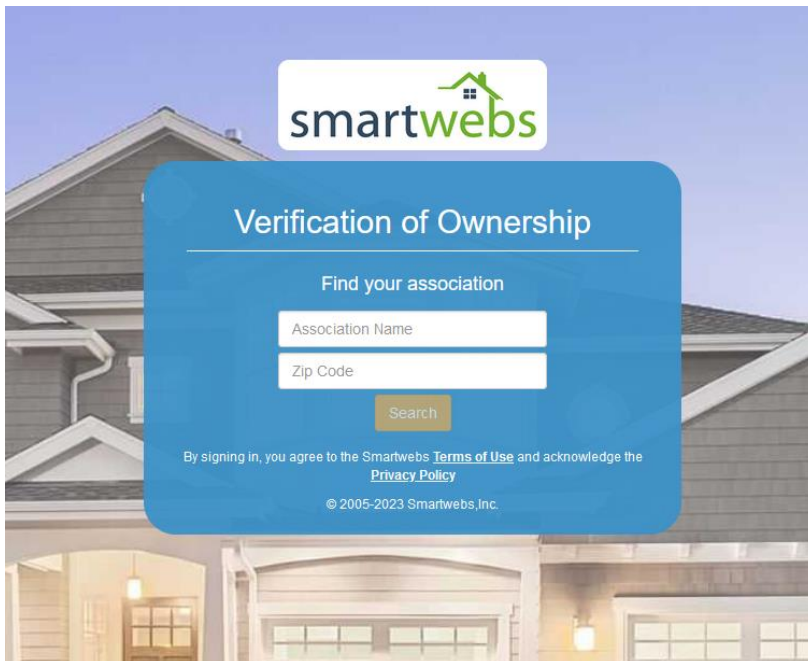
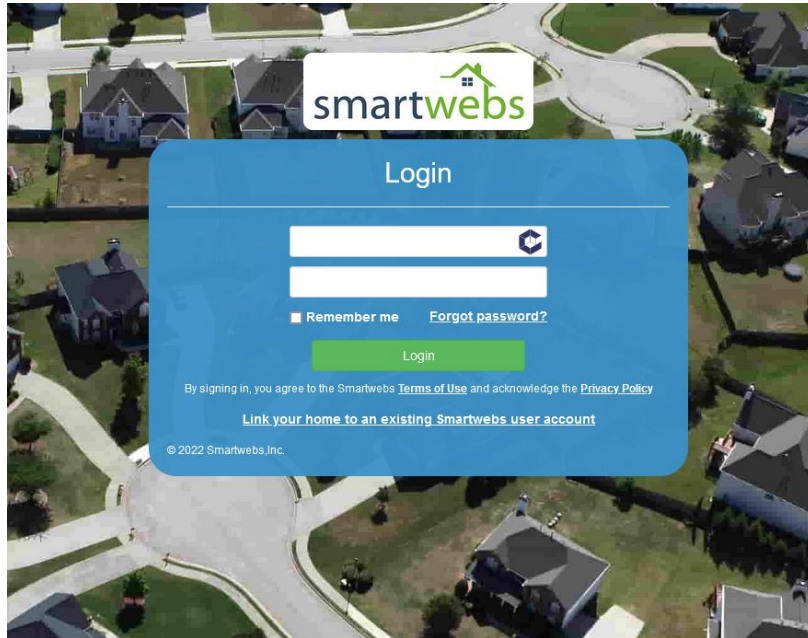
If you didn't receive an invitation to the portal you can register for your unit with the below directions:

To Register for your Owners Portal via Email Address:

Step 1: Go to: <https://office.smartwebs.com/> (pro tip: bookmark this site for future reference)

2: Click “Login” > “Resident Portal”

3: Skip the User Name and Password and choose ‘Link your home to an existing Smartwebs user account”



- 4: At the “Verification of Ownership” screen enter your Association Name of for **Village Plaza Condominium Association** and zip code of **34232** and then “search”
- 5: Click on your association name
- 6: Click ‘find your unit’ and enter your last name and unit address
- 7: Check for your confirmation email and click the link in the email to confirm your account

Online Payment via E-Check or Credit Card:

Once in the portal (see steps above), Click the Payment button and you’ll be directed to our payment partner (RevoPay); access the online payment service. Choose an online payment option.

You may set up a one-time payment or recurring payment at NO COST with your bank account and routing number (via ACH)

You may also pay your assessment using Visa, MasterCard, AMEX or Discover.

There is a 3.5% convenience fee per transaction if you pay via credit card or \$6.95 for debit card.

Payment by Check or Money Order:

When you receive a Statement, cut off the bottom and mail it together with your check, payable to:

***Village Plaza Condominium Association
PO Box 26078
Miami, FL 33102-6078***

Be sure to include your new seven-digit account number (included in the top right hand corner of your statement) **on your check**. *Caution: Do not address it to Community Financials as it may go to the wrong lockbox, please make the check payable to Village Plaza Condominium Association.*

Using your Personal Bank’s Online Bill Pay System:

Note: Most banks print and mail a physical check which is slower than online payments. Please allow for up to 10 calendar days for check printing and delivery.

IMPORTANT: If you are currently using your bank’s Online Bill Pay, please DELETE the payment record and set up an entirely new payment with your new unique account number and remittance P.O. Box address above. Note that your account number has changed. DO NOT just edit the payment by changing the address and account number. That could cause your payment to be misrouted (lost) or returned to you.

Please keep our contact information below handy and if you received this letter by mail and not by email please send us your email address as we prefer to correspond via email as much as possible.



For help registering for the SmartWebs portal, accounting questions or how to pay please email support@communityfinancials.com or call 833-266-3646 option 1.

Please note our customer service hours are 9am – 9pm EST Monday – Friday. We also have Spanish assistance available at extension 728.

We look forward to working with you!

Sincerely,

Community Financials