

Dear Homeowner:

****THIS NOTICE CONTAINS IMPORTANT INFORMATION. PLEASE READ ENTIRELY****

Maxfield Community Management is committed to continuously improving our services to provide you with the best possible experience managing your Association. In line with this commitment, we are currently changing our software to a system called Vantaca.

WHY MAXFIELD IS CHANGING:

Over the past several months we have done a lot of work on the back end to make this transition as painless as humanly possible. We understand the struggles you face when providers change their software.

We are switching from CINC Systems to Vantaca in response to customer feedback regarding communication and ease of use issues. The current software provider simply failed in several deliverables. This decision to change was not made lightly, but ultimately, our goal is to provide a better experience for everyone.

HOMEOWNER REGISTRATION:

Because of this switch, everyone will need to register. Homeowners can register after Monday, June 3rd. This process is simple and user-friendly. You will be sent a letter with an Account Number and Portal Registration Key. **Don't worry, if you don't have it, you can still register.** Instructions in this document or visit our website at MaxfieldHOA.com


GRACE PERIOD FOR LATE FEES

During the first 45 days of using Vantaca, we understand that there may be a learning curve for both our team and members. Therefore, no late fees will be charged for any payment made during this initial transition. If a late fee is accidentally charged by the system, simply let us know, and we will be happy to remove it.

REQUEST FOR PATIENCE: As we adapt to the new system, we kindly ask for your understanding and patience. Our team is committed to minimizing disruptions and addressing any concerns that may arise during the transition. Should you encounter any issues or have questions, we encourage you to reach out to our dedicated support team for prompt assistance. We truly believe that this change will significantly improve your HOA's management, offering a more efficient, secure, and user-friendly experience for everyone involved.

This letter will help make it easy to log into your new portal for the first time and make this transition.

 Homeowners who have ACH (Direct Debit) with CINC do not have to do anything. Maxfield has migrated your banking information over to VANTACA.

 Homeowners who are mailing payments either manually or through their bank bill pay will need to log in and update their payment information. Account numbers are the same. The payment new address is our PO BOX in Lehi, Utah, and can be found later in this document or at the bottom of each page.

 Homeowners who make a One-Time Payment by E-Check, Debit Card or Credit Card will need to do so through the new portal VANTACA at Portal.MaxfieldHOA.com

In keeping with our dedication, we use the VANTACA software and app, which is recognized as one of the industry gold standards for Homeowner Associations (HOAs) management. It provides better tracking of communication and maintenance issues.

Maxfield Community Portal

How to Log In to My Homeowner Portal for The First Time

1. You received a letter or email giving your **ACCOUNT NUMBER** and a **PORTAL REGISTRATION KEY**
2. You will need to go to Portal.MaxfieldHOA.com
3. At the bottom of the screen, under the blue **LOGIN BUTTON**, Click the **SIGN UP** link and fill out your information, including your **ACCOUNT NUMBER** and **REGISTRATION KEY**
4. You will enter your information, create a new password, and verify your new password.
5. This will let you into your portal for the first time.

What happens if I can't find or don't receive my ACCOUNT NUMBER and REGISTRATION KEY?

On the signup page, just under the Registration Key input will be the words, "[Don't have an account number or registration key.](#)" Click this, and it will allow you to fill out the form and notify us so we can help you set up your account.

If you have any issues, you can email us at Info@MaxfieldHOA.com or call or text us at 801.544.6440.

After you have created a login, you may use the same credentials to log into the APP.

The website and app will provide you with access to governing documents and other forms specific to your community, as well as many new features like

- View your account history with Maxfield Community Management
- View account balances (initially, this will show current assessments only)
- Make one-time payments online or set up automatic payments.
- Pay online using a credit card (fees apply)
- Submit maintenance concerns
- Communicate through the online portal
- Architectural Review
- Community Directories



PAYMENTS

The most important question we get is how do I pay my HOA dues. Maxfield has several options for you to choose from.

ONLINE PAYMENT OPTIONS:

The fastest and easiest way to submit payments is through the app or our website.


RECURRING ACH OPTION (FREE)

Visit your portal and go to your dashboard. **Select Make A Payment.** Your account must have a Zero Balance, if not, please make a one-time payment. After you make a payment, you can sign up for ACH Payments. You need to do this at least 1 month before you want the payments to start. Our draft date for our communities is around the 5th of each month. You will never have to remember to mail a check or log in to make a payment. This option has no cost associated with it.

ONE-TIME PAYMENTS

ECHECK (\$3 per payment)

Banks and processors charge for EChecks or One time payment options where you debit your bank account.

 Homeowners ask why there is a difference. **E-Checks:** E-checks, or electronic checks, are processed through the ACH (Automated Clearing House) network, but they often involve additional processing steps and intermediary banks. **ACH Payments:** ACH payments, especially recurring ones, are processed directly through the ACH network with minimal intermediary involvement. This streamlined process reduces the overall cost, which is why many service providers, including Maxfield Community Management, can offer it free of charge.

DEBIT AND CREDIT CARDS (Varies)

Maxfield offers homeowners the convenience of paying their HOA dues with a debit or credit card through our one-time payment option. However, banks and processors do charge fees for these transactions. Debit card fees typically range from \$9.99 to \$15.99 per payment, while credit card transactions incur a fee of 2.9-3.5%. All fees are clearly displayed during the payment process.

MAIL-IN OPTION (FREE for Now...)

For those who prefer alternative avenues, we extend the option of submitting your payments via check at no charge.

As the industry and the current economic environment evolve, many service providers are starting to charge fees for processing manual checks. To keep your association management fees as low as possible, we want to inform you about the increasing costs associated with handling paper payments, largely due to rising labor

rates. While we currently don't have a fee for this service, it is inevitable that at some point, there will be a manual payment check fee that either (1) the Association can choose to absorb or (2) passed on to the homeowner. Don't worry we will let you know if and when this happens.

However, for now, you can mail your payments to the following address.

MAILING AND PAYMENT ADDRESS:

Your Association Name

C/O Maxfield Community Management

PO BOX 65

Lehi, UT 84043

All mailed-in check payments must include your account number and property address in the memo field. You can find your account number by creating an account and viewing your profile.

\$ PAYMENT DETAILS:

- Payments are due on the 1st of each month and are considered late after the 10th.
- Please allow 7-10 days for mailed payments to reach our office to ensure timely processing.

DUE DATES AND LATE FEES


Your Association's HOA dues are due on the 1st of each month if you are billed monthly. The due dates vary depending on your billing frequency:

- **Monthly Billing:** Dues are due on the 1st of each month.
- **Quarterly Billing:** Dues are due on the 1st of each quarter (January 1st, April 1st, July 1st, and October 1st).
- **Semi-Annual Billing:** Dues are due on January 1st and July 1st.
- **Annual Billing:** Dues are due on January 1st.

Late fees are either \$25 or 10% of the assessment, whichever is greater. Payments are considered late if not received by the 10th of each month. Please note, Maxfield is not responsible for lost mail.

During any Transition Period, Maxfield will waive late fees for the first 45 Days to allow all homeowners time to get set up. Our goal is to provide efficient and cost-effective services to your community.

Please make your check payable to "Your Association Name" and include your account number, which can be found on the payment coupon or online on the check.

 If you opt to pay your assessments through your bank's online Bill Pay service, update the mailing address to our LEHI UTAH PO Box and ensure your account number is included. Without an account number, your check will be delayed, potentially leading to late fees.

Questions during the transition

Our Customer Care Team is your first point of contact with **Your Association Name**, Maxfield Community Management, and is always ready to assist in answering your questions and responding to your needs.

The preferred method is to submit a General ticket in the app or online. You may also email our customer care team at info@MaxfieldHOA.com.

Live Customer Service is available from 8:00 A.M. to 4:00 P.M. Monday through Friday, except holidays. After-hours maintenance emergencies may be reported by calling the same office number. After-hour callers will have the option to select emergency association maintenance services, and non-emergency callers will have the option of leaving a message that will be addressed on the next business day. You may also text our phone number below.

 **Life, safety, and other urgent police/fire issues should be immediately reported to 911.**

We look forward to working with you. If you should have any questions or concerns, please do not hesitate to contact us.

Sincerely,

Your Association Name
Maxfield Community Management
www.MaxfieldHOA.com

Scan this code to watch the short video on how to register for your new portal.

