



November 5, 2022

Dear Homeowners:

We are excited to announce that we will be utilizing a new management software platform, **AppFolio**, effective December 1, 2022. We will also be transitioning our Banking relationship partner to **Pacific Premier Bank** effective December 1, 2022, as well!

There will be some important changes during this transition that we want to make you aware of.

HOW YOUR CURRENT CLIENT PORTAL WILL BE IMPACTED:

- Your current client portal through VMS will deactivate on **11/30/2022**.
- Your current client portal through VMS will no longer accept payments after **11/15/2022**.
- You will receive a welcome letter/email from AppFolio mid-November with instructions on how to log in to your NEW APPFOLIO client portal.

HOW YOUR CURRENT PAYMENT REMITTANCE OPTIONS WILL BE IMPACTED:

- **ALL** of the existing payment methods you are currently using will deactivate on **11/15/2022**.
- We will no longer be processing ACH in house payments, RevoPay payments (phone payment provider) or CIT Payments that are currently setup. The existing Lockbox will be shut down and no longer accepting payments as of **11/15/2022**. (Payments already on their way will be forwarded to our office for 30 days after closure to be processed).
- You will want to cancel any existing payment methods you currently have setup through your personal online banking account and setup a new payment remittance with AppFolio/Pacific Premier Bank.
- There will be a NEW Denver based Lockbox Address to remit payments through.

HOW WILL YOU PAY YOUR BILL GOING FORWARD? 2 OPTIONS TO CHOOSE FROM

1. Login to your NEW AppFolio client portal and initiate or setup:
 - Recurring ACH, one-time ACH, e-check or credit card payments.
 - *This portal will be available to activate as of 11/28.
2. Remit a physical or e-check to our NEW Lockbox Address that will be on the next billing statement you receive, late November.

STEPS YOU NEED TO TAKE TO PREPARE FOR THIS TRANSITION:

- Cancel your existing payment method for your association dues by **11/15/2022**.
- You will receive your statement for December 1st assessment billing the last week of November. This statement will provide the new Lockbox address if that is your preferred

payment method. **Important to note:** The Lockbox will not be live or able to accept payments until 12/1/2022.

- If your assessment dues are billed quarterly/annually, you will still be able to setup your payment method through your AppFolio client portal as soon as you receive your welcome letter/email or visit our website the last week of November to access the new Lockbox address for check payments.

We know transitions can be tricky and we will work closely with all of our valued clients during this time to ensure everyone is setup going forward to access their new client portals successfully and ensure their payment methods are established with our new partners as of December 1, 2022!

We appreciate your partnership and on behalf of our entire 4 Seasons Management Group Team, we thank you for your trust in us to be your management company!

If you need assistance or have any questions regarding this transition, please reach out to us at 303-952-4004 or Hello@4shoa.com.

Sincerely,

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