Seacrest
SERVICES INC.

September 3, 2024

Dear Owners,

Seacrest Services is thrilled to announce the upcoming launch of a new management software solution on October 1, 2024, for your community. This software will complement our business processes, enabling us to enhance the management of your association and deliver a superior level of service to both Board Members and Owners. Vantaca represents a cutting-edge software solution that incorporates many of the features our clients have long desired, and that we have been eager to provide. Some of the feature-rich functions of the software include:

- **Efficient Communication Tools:** Streamlined communication via automated email
- **Top-notch Security:** Client data security ensured through the utilization of the Microsoft Azure platform.
- **New Online Owner Portals:** Providing easy access to payments, account information, documents, directories, calendars, work order tracking, and more!

What does this mean for you?

✓ **Review the included FAQ:** Enclosed, you will find a 'Frequently Asked Questions' sheet that comprehensively covers all aspects of this transition. A few of the **significant changes pertain to how residents make payments.**

- **New PO Box and Account Number:** There is a new PO Box and all owners will be assigned a new account number. This will affect residents who pay via personal check, coupon, and bill pay through your bank. Please review the attached FAQ for detailed information.
- **Online Payments:** Presently, there are no processing fees associated with paying via your bank account (eCheck) on ClickPay. However, with our management software upgrade to Vantaca, nominal processing fees will apply, as outlined in the attached FAQ. While this decision was not made lightly, it is necessary to enhance the quality and efficiency of our operations.

✓ **A New Online homeowner Portal:** Following the launch of the Vantaca Software in October 2024, Seacrest Services will send out an invitation and instructions to register to the online owner portal to the email addresses we have on file. If you do not have an email address on file, you will receive a notice via USPS mail. A link to access the online owner portal will be accessible on the Seacrest website, **www.seacrestservices.com** under **"Vantaca Resident Portal"**. Registering to the new homeowner portal is important as it will allow you to submit and follow up on work orders, view association documents, association calendar, and more!

Vantaca offers a solution for every department here at Seacrest Services. Our whole team will be working under one software ecosystem allowing seamless resolution and communication with your association. Registration to the online portal is crucial for work orders, general questions, account information and for owners to ensure they have the most up-to-date access to their association.

While we anticipate approximately 90 days of transition before all unit owners, Board Officers, Seacrest Staff, and association vendors settle back into their "normal business routines," we kindly request your patience during this transition period. This will allow us to prioritize providing support and addressing critical activities to ensure that everyone benefits from the upgraded software services.

We encourage all owners to spark conversation regarding the transition and this letter with your neighbors. While we hope to have everyone's current information on file, sometimes that is not the case. As we continue to lead your community into the future, please know that we appreciate your patience and support in advance during this implementation process.

Sincerely,
Seacrest Services, Inc.

SOFTWARE CONVERSION FAQ'S

✓ **How are residents' maintenance payments affected?**

With the transition, your association's maintenance payments may require updating prior to **September 20, 2024**. We have summarized the four current payment methods below for easier understanding:

1. **AUTO DRAFT:** If auto draft (direct debit) payment was set up through Seacrest by providing a voided check, then **NO** action is required by you. This information will be transferred, and payments will be withdrawn as usual. **The first month of implementation the payments will be withdrawn on the 8th of the month instead of the 5th.**

2. **PERSONAL CHECK:** There is a new PO box for maintenance payments. You can continue to use the current coupons up until **September 20, 2024**. It is important to ensure it is received **on or before September 20, 2024**. If you pay by a personal check, using a current coupon, and you expect the delivery date to be **after September 20, 2024**, please mail it to the new PO Box address, PO Box 166025, Altamonte Springs, FL 32716-6025 with your current coupon or by referencing your old account number so that payments can be matched accordingly.

Seacrest will mail **NEW** coupons as soon as possible to those **not** on direct debit. **The new coupon will reflect the new PO Box address and new individual account number.**

3. **BILL PAY THROUGH BANK:** If you have automatic payments set up through your bank with the current PO box address, please make a payment so that it is received **on or before September 20, 2024**. If that is not possible, please **do not** make a payment through your bank until on or *after* October 1, 2024. On October 1, 2024 you can establish Bill Pay via your bank with the new PO Box mailing address, PO Box 166025, Altamonte Springs, FL 32716-6025, and your **new** account number.

   IMPORTANT: If payments are received at the current (old) PO box address **after September 20, 2024** via bill pay, they will be rejected and returned to the sender. **This can sometimes take upwards of 30 days to receive the funds back.**

4. **ONLINE PAYMENTS:** The current online payment software, "Click Pay", will discontinue after **September 20, 2024**. If you have payments set up through click pay, please make your payment on or before **September 20, 2024**, and discontinue any future payments after that.
   https://login.clickpay.com/seacrest/

   On **October 1, 2024,** residents can make online payments using the Vantaca homeowner portal. **Processing fees apply** and they are outlined in the next FAQ. Residents will receive a welcome email with instructions on how to access and use the new Vantaca homeowner portal. **If no email is on file, a letter will be mailed to the mailing**

address on file with registration instructions.

including mailing addresses, manage payments, and more!

✓ Are there any processing fees when making a payment through the online Vantaca homeowner portal?

Yes, within the Vantaca homeowner portal you can make credit card payments for a **2.99% processing fee** and eCheck payments for a **$1.99 processing fee.**

There are **no** processing fees when paying with personal check, auto draft, or bill pay. Those payment options are outlined in the first FAQ #'s 1-3.

✓ Will we need new coupons for payments?

Yes, new coupons will be sent to those residents who are **not** enrolled in auto draft (direct debit) through Seacrest Services.

✓ Will the owner's account number change?

Yes, owners are being assigned new account numbers. However, current account numbers will be retained on the owners' accounts. We will still process payments directed to current account numbers and be able to identify owners by their current account numbers.

✓ What is included in the Vantaca Homeowner Portal?

The new homeowner portal will require new login credentials to gain access. Each owner will receive communication with the new credentials when the portal launches, anticipated on **October 1, 2024**. Within this portal, residents will be able to view association documents, calendars, manage work order requests in real time, submit general requests, update contact information

✓ What about our Association Website?

If your association currently utilizes a website platform that we offer such as Frontsteps, Association Voice, or Pilera, you'll have the opportunity to transition to Vantaca. Vantaca offers a streamlined public-facing website integrated with the homeowner portal. We aim to complete the full conversion from your current portal within the first 60-90 days post-launch. During this transition, there will be no interruption to your association's existing website or portal services.

For associations managing their own website, the process is seamless. Simply incorporate the link **home.seacrestservices.com** onto your website without any disruption.

✓ Will we be trained in the new system?

We will provide a series of help guides and videos on how to access the new portal. They will be located within the Vantaca homeowner portal under menu item "Homeowner How To's".

Your Property Manager is scheduled to complete thorough training on the system and will be working closely with our Transition Team and you to answer all your questions and make sure that you feel comfortable accessing and utilizing the system.

✓ Who can I contact for Vantaca Support?

We are sending residents step-by-step guides as well as videos with our invitation to help with seamless registration. After **October 1, 2024**

you can also contact 561-656-6363 or you can email csrhelp@seacrestservices.com for Vantaca Support Questions.

✓ Will our Association's Information be secure?

Vantaca hosting facility is Microsoft's Azure hosting. It is one of the largest and most trusted hosting facilities in the world, utilized by 85% of Fortune 500 companies. Each facility is designed to run non-stop; twenty-four hours a day seven days a week (365 days a year) and employs various measures to help protect operations from power failure, physical intrusion, and network outages. Vantaca web servers and processing servers are completely redundant and have immediate failover. They have a multi-tiered database backup schedule including 14 days of Any Point-in-Time restore and backups stored in geo-replicated storage locations. Vantaca maintains passwords in a one-way encryption. Highly sensitive data (e.g. bank account numbers, etc.) are stored in a separate always encrypted database (even the database backups are encrypted) isolated from the rest of your data. Access to the Vantaca Website is always through EV-SSL which uses extended validation and incorporates some of the highest standards in identity assurance.