

Important Upcoming Changes to Your Homeowner Account and Online Services

Dear Homeowner,

Vantage Community Management is excited to announce an upcoming technology upgrade that will improve the way you interact with your association and with our management team.

After an extensive evaluation process, Vantage has selected **Vantaca** as our new association management and accounting software platform. We have been working closely with Vantaca for the past several months to prepare for the transition, and our anticipated go-live date is **October 1, 2026**.

This change represents a significant investment in the technology we use to serve you and your association. The new system will provide an improved homeowner portal, more convenient payment options, better access to association information, and enhanced communication and service-request capabilities.

What Will Not Change:

- **Mailing payment to Vantage.** If you currently mail your assessment payments to our office, you can continue this practice. You do not need to change your payment routine simply because we are changing software. Beginning with the new statements, the remittance address printed on your statement will automatically be updated to the new lockbox mailing address. You will simply tear off the payment remittance portion of your statement, place it in the return envelope provided, and mail it just as you have in the past.
 - *We will provide additional information about the new mailing address and the transition as we get closer to October 1st.*
- **Vantage's in-house ACH/Autopay process will continue without new paperwork.** If you currently have your homeowner assessments automatically withdrawn through Vantage's in-house ACH program, you do not need to complete new paperwork or provide your banking information again: your existing ACH information will be transitioned to the new Vantaca system as part of the implementation process - there is nothing you need to do regarding your existing Vantage ACH authorization.

What WILL Change:

- **If you currently make your assessment payments through Zego, there is an action you will need to take.** Zego payments will be turned off on September 22nd, 2026. Homeowners currently using Zego will need to establish a new payment account through Vantaca Pay, Vantaca's integrated payment platform. Vantaca Pay

will connect directly with your homeowner account in the new accounting system and will also integrate with the new homeowner portal. This will provide a more streamlined payment experience and allow payments to be reflected directly within the Vantaca system.

- ***Please do not make any changes to your Zego account until we provide the specific instructions for the transition.*** Additional information will be sent to Zego users before the September 22nd cutoff date.
- **Bank Bill-Pay services will need to be updated.** If you currently use your bank's Bill Pay service to send your assessment payments, you will need to delete your existing Vantage payment information and establish a new payment instruction using the new lockbox mailing address. This is important because payments sent using the existing address may no longer be directed to the appropriate processing location after the transition.
 - *Additional instructions will be provided as we get closer to the October 1st go-live date, including the new mailing address you will need to use for your bank's Bill Pay service.*
- **Your homeowner portal will change.** The homeowner portal you currently use will be replaced with the new Vantaca homeowner portal. Closer to our October 1st go-live date, we will send a separate communication with instructions for accessing the new portal, including information about your login credentials and how to get started.

The new portal will provide several enhancements, including:

- **Streamlined document access** so you can more easily find documents made available by your association.
- **An association calendar** providing access to important community events and dates.
- **Multiple-property access**, allowing homeowners with more than one property managed by Vantage to easily switch between their properties.
- **Service-request tracking**, allowing you to see your open requests and follow their status.
- **Architectural Change Request tracking**, allowing you to monitor the status of your architectural requests.
- **Online inquiries**, allowing you to submit questions and inquiries directly through your homeowner portal.
- **Integrated payment access** through Vantaca Pay.

We believe these improvements will make it significantly easier for homeowners to interact with Vantage and access information about their association.

What You Can Expect During the Transition:

Changing the accounting and management platform for approximately 65 associations and thousands of homeowner accounts is a significant undertaking. Our team has been working extensively with Vantaca to prepare for the transition, and we are committed to making the process as seamless as possible.

Our goal is to ensure that your account information, payment history, balances, and other important financial records are accurately transferred to the new system. Vantaca's implementation team will also be providing support to Vantage through **December 31, 2026**, to assist our staff as we complete the transition and become fully accustomed to the new system.

We appreciate your patience and cooperation as we make this transition. We are excited about the improvements Vantaca will bring and look forward to providing you with an improved homeowner experience.

If you have questions about the transition, you may contact Vantage Community Management at info@vantagecommunities.net.

Sincerely,

Vantage Community Management