



Dear Owners,

March 11, 2024

Seacrest Services, Inc. is excited to announce the launch of a new management software platform effective April 2024. This software enhances our current business processes, allowing us to better manage your association and provide a more interpersonal and higher level of service to everyone! This new platform, Vantaca, is a state-of-the-art software solution that includes many of the requested capabilities. A few of the many features that will be an immediate benefit to you are:

- ✓ Online Owner Portals: easy access for payments, account information and balance, association documents, forms, work order/requests status, directories, calendars, and more!
- ✓ Effective direct communication tools through automated email, text, and app notifications.
- ✓ Secure Banking Interface, allowing direct, easy online payments.

What does this mean for you?

- **Online Owner Portal:** Following the launch of the Vantaca Software on April 1, 2024, Seacrest Services will send out an invitation and instructions, including visual guides and videos, 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 this notice via USPS mail. A link to access the online owner portal will be accessible on the Seacrest website, www.seacrestservices.com, as well as your Association website, if applicable.
- **Maintenance Payments:** Enclosed, you will find a “**Frequently Asked Questions**” sheet that addresses many questions and concerns regarding payment changes and how they will affect you. ***It is crucial that you make your payment changes before March 25, 2024.***

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 to ensure owners have the most up-to-date access to their association. Remember this access will allow you to submit work orders, view association information, communicate with your Property Manager, make online payments, and much more!

We recognize that software conversions are a major change event that creates a short-term upheaval to current systems and processes. We are aware that the software enhancement will propel the improvements in service and communication to the forefront, as we work in conjunction with Vantaca and our Transition Teams. We are confident that we are prepared to address all challenges along the way. We anticipate approximately 90 days of transition before all unit owners, Board Officers, Seacrest Staff, and association vendors settle back to their “normal business routines”. In turn, we ask for patience during this period to allow us to focus our priorities on providing support and addressing the most critical activities so that everyone can benefit from the upgrade in 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,

A handwritten signature in black ink that reads "Anjanette S. Hanna". The signature is written in a cursive style.

Anjanette Hanna, President