SOFTWARE CONVERSION FAQ'S

✔**Do I still send my payments to the same place?**

No, if you mail in your maintenance payment or pay through your bank you will need to update the address to the below PO Box.

PO Box 166026
Altamonte Springs, FL 32716-6026

If you pay online through ClickPay, please note this service will **stop** on March 25, 2024. All online payments will be made through the Vantaca online owner portal. Invitations for the Vantaca portal will be sent out before your community's go-live date.

✔**Will we need new coupons for payments?**

Yes, new coupons will be sent to those residents who are **not** enrolled in 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 if a resident does not update their payment method in time?**

Please update your payment method no later than March 25, 2024, to prevent any delays. Payments made through the current online payment platform, ClickPay, will **not** be accepted after March 25, 2024. Members will utilize the Vantaca Portal for online payments beginning April 1, 2024.

If payments are sent to the previous PO box, they will be forwarded to Seacrest Services to apply the payment correctly. We have prompted our system to waive any late fees within the first 30 days due to the transition.

✔**How will owners have access to the online format?**

The new association portal will require new login credentials to gain access to the "homeowner portals." Each owner will receive communication with the new credentials before the portal launch, anticipated on April 1, 2024.

✔**What about our Association Website?**

Our new software platform has a simple public-facing website with a connection to a modernized web portal. The web portal allows

residents to access their owner account, documents, requests (*including work orders, ARCs, non-compliance issues, payment plans, ACH forms, just to name a few),* community directories, the community calendar, and so much more! Availability for web portal will be April 1st. Availability for the public-facing website should be within the first 30-60 days following the conversion. **There will be no interruption to the association's current website/portal.**

✔ 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. Your Property Manager is being thoroughly trained 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.

✔ 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.