

Dear Homeowner,

As a follow up to our communication on October 27, 2023, we are reaching out to share more details about our software and banking upgrades to CINC Systems and Association Prime. This notice is being mailed and emailed to you, if you have an email address on file.

This notice includes instructions for:

1. How to register on the new CINC web portal (required for online payments)
 2. How to register multiple properties, including if you live in a Master Association
 3. Online payments (ACH), recurring and one-time payments
 4. Check payments
 5. Personal bank payment service
 6. Canceling ACH payments currently setup with First Citizens (the HOA's current bank)
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1. **Registration on CINC web portal.** This is required to make/schedule online payments and for access to all portal features.
 - a. Go to <https://centennial.cincwebaxis.com/>
 - b. Click on "Sign In" button in the upper right corner
 - c. Click on blue "Create Account" button
 - d. Complete the "Login Registration". All red asterisks (*) indicate required fields.
 - i. (Note: Use abbreviations for address and do not include periods – For example: *12345 W 200th St*)
 - e. You may opt-in to the Directory Listing.
 - f. Type in the "Input Symbols" as required.
 - g. Click "Register" and your request will be sent to Centennial for approval.
 - h. Once approved you will receive an email from DoNotReply@cincsystems.com with a link to set your password for your log in.
 - i. Click the link in the email you receive.
 - j. Enter your New Password.
 - k. Close Window and log in.
 2. **Register multiple properties | Register Sub-Association and Master Association**
 - a. Log into the website and click on the **Account Info** dropdown.
 - b. Choose **My Profile** and select **Register an Additional Property**.

- i. Complete the “Additional property information”. All red asterisks (*) indicate required fields.
 - ii. If you do not know your Account number, enter your Last Name.
 - iii. (Note: Use abbreviations for address and do not include periods – For example: 12345 W 200th St).
 - iv. Click “Submit” and your request will be sent to Centennial for approval.
 - v. Once approved you will receive a confirmation email from DoNotReply@cincsystems.com.
 - vi. You can now toggle between property information on your **My Profile** page.
3. **Online Payments (ACH).** With ACH, your assessment payment is automatically deducted from your checking account each assessment due date. The charge for this service is \$1.99 per payment.
 - a. Recurring payments **can be scheduled now, for any date on or after December 1st**.
 - b. **One-time payments** – you can log in on December 1st or after to make one-time payments. **You cannot make a one-time payment before December 1st**.
 - c. Go to <https://centennial.cincwebaxis.com/>
 - d. Click on the “Sign In” button in the upper right corner
 - e. Enter your email address and password
 - f. On the Dashboard select the green “Make A Payment” button. Your account and address will auto fill.
 - g. Complete all required fields and “Choose Payment Method”. (“Pay by eCheck” or “Pay by credit card”.)
 - h. Enter amount and banking information and select green “Submit Payment” button.
 - i. Review information and select green “Submit Payment” button.
 - j. **For recurring payments**, select green “New Recurring Payment” button at the bottom of the page to set up recurring payments. Complete all fields and steps as required.
4. **Check Payments.** The mailing address has changed. Please make your check payable to your Association and include your account number (listed on your invoice/statement) on the memo line. Note: Your account number has not changed.

November 10, 2023

Mail checks to:

- a. *{Your HOA Name}*
- b. c/o Centennial Management
- c. PO Box 21601
- d. Tampa, FL 33622
- e. **Beginning November 20th**, please mail checks to the above address.
- f. **Do not mail checks to the old addresses after November 20th**.

5. Personal Bank Payments.

- a. If you are currently paying your assessments using a personal online bill payment service, you must DELETE your current setup and add **a new payee address** to ensure your payment is received and posted to your account. Use the address information in #4 above.

6. Canceling Current ACH (auto payment) with First Citizens Bank (your HOA's current bank).

- a. Your auto payment with First Citizens Bank **will be canceled by Centennial** as of November 29th.
- b. All November ACH payments (scheduled for the 1st through the 29th) **will be made as scheduled.**
- c. If your auto payment is scheduled for the 30th it **will not be paid.** You will need to make a one-time payment through the CINC web portal on or after December 1st. See #3 above.

Feel free to explore the CINC web portal and all its features. We will email information on the new CINC mobile app soon!

Please reach out to Brittany Pruitt at Brittany@cmckc.com or 913-563-4722 if you have any questions regarding these features or registering your account. Thank you!

Sincerely,
Centennial Management