



Dear Homeowner,

Evergreen Lifestyles Management is constantly looking for new ways to improve the services provided to your community. We are committed to providing you a superior level of service. With this in mind, we have decided to partner with Accounting Integrators and Popular Community Bank to provide our payment processing, banking and web services. We think you will see a positive impact from these decisions and we look forward to our continued success in serving your community.

Evergreen Lifestyles Management in conjunction with Accounting Integrators will provide the following methods of payment:

- 1) AutoPay (ACH): With, your assessment payment will be automatically deducted from your checking account each assessment due date. If you would like to enroll in the ACH program please complete the enclosed Authorization Agreement for Preauthorized Payments form.
- 2) Online Payments: You will be able to make online payments using either e-check or credit cards. The e-check payment method is free and the credit card option has a fee of 3.25% of the payment amount. To make your payments, please go to our website at elm.cincweb.com/?a=vitalia. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. On your first visit to the website, you will need to register. Simply click on the "Register" button and complete the information required. Your email address is your Login Id and a password will be sent to you by email. If your registration requires manual review you will receive an email within 24 business hours. Once approved, you will be sent a login and password to access your personal account. You will be able to change your system generated password as well as add a property (if you own more than one) by clicking on the "My Profile" tab.
- 3) Online Recurring Payments: If you previously had recurring online payments (via eCheck or Credit Card), you will need to go to elm.cincweb.com/?a=vitalia and set up your recurring payments. If you do not have a login established yet, refer to the information above in Online Payments for your first visit instructions. After you login into the website, select Recurring Payments from the menu to setup and maintain your recurring payments.

- 4) Lockbox Service: Your statement will have our new payment address on the remittance portion you send with your payment. **At this time, please discard any remittance forms you may have and begin using the new address immediately.** The new address for mailing payments is listed below. When writing your check, please make sure to make it payable to your Association and include your account number on the memo line. Your account number is shown on the attached billing statement.

Please note that if you are currently paying your assessments using an online bill payment service or pay online through your personal bank's online payment service, you must delete your current setup and add a new payee in order to ensure your payment is posted promptly.

Vitalia at Tradition Residents' Association
c/o Evergreen Lifestyles Management
P.O. Box 25353
Tampa, FL 33622

We are excited to announce that our new partnership and website also affords you the opportunity to take advantage of the following services:

- 1) **Account Information:** Once you have logged into your account, you can access your account history and balance information by clicking on the Account Information link on the left side of your screen.
1. **Work Orders:** Once you have logged into your account, you can also submit work orders and check on their status by clicking the Work Order link on the left side of your screen.
2. **ARC Requests:** Once you have logged into your account, you can also submit ARC Requests and check on their status by clicking the ARC Request link on the left side of your screen.

Sincerely,

Evergreen Lifestyles Management
(877) 221 - 6919 or Customerservice@Evergreen-LM.com