

**The Saxony Square and Kingsley Hall
Homeowners Association, Inc.**

c/o ProCom, 400 Serendipity Drive
Millersville, MD 20607

<https://procom.cincwebaxis.com>



April 19, 2022

NEW PAYMENT INSTRUCTIONS & HOMEOWNER PORTAL

Dear Pamela Gipson,

ProCom is excited to announce our transition to a new and improved management software partner, *CINC Systems*, effective May 1st. This upgrade will include a new homeowner portal at no additional cost to The Saxony Square and Kingsley Hall Homeowners Association, Inc..

The association will also be switching banks – from *Pacific Western Bank* to *Axos Bank*. This will require minor – but important – changes to how owners make their assessment payments:

Your new account number will be SSHxxx.

The new Axos Bank payment remittance address is:

Axos Lockbox

C/O Professional Community Management, Inc.

P.O. Box 2097

Secaucus, NJ 07096-2097

The association's current bank, Pacific Western, will stop accepting payments on Friday, April 22nd, which is the same day that their lockbox in Baltimore will close. **Please discard any previously issued payment coupons that have the Baltimore lockbox address.** Any payments received by Pacific Western or sent to the Pacific Western lockbox in Baltimore after April 22nd will be forwarded to Axos Bank for processing or will be returned to you. If you have a recurring payment set up through Pacific Western's website (www.hoabankservices.com), you do NOT need to cancel or stop future payments – that will happen automatically. However, you WILL need to set up a new recurring payment plan using one of the below options for any assessments due May 1st and beyond.

If your community has a ComWeb portal or website, it will be shut down on April 22nd. If you have a recurring payment set up through the ComWeb portal or website, you will need to set up a new recurring payment plan using one of the below options for any assessments due May 1st and beyond.

Axos Bank will begin accepting payments on Monday, May 2nd, which is the same day that their lockbox in New Jersey will open. New payment coupons will not be issued for the remainder of the year. Below are details regarding each of the payment options.

PROCOM'S RECURRING ACH PROGRAM

The best way to pay your assessments is to enroll in ProCom's recurring automatic debit program. It is FREE, SECURE, and once enrolled, your payments will be automatically deducted from your linked bank account on each due date in perpetuity. In addition, if the assessment ever changes in the future, the debited amount will automatically adjust. By signing up for this program, you will never have to worry about your assessment payment ever again. It truly is "Set it and forget it!"

The application can be found on the new homeowner portal. Details and registration instructions are below. Once logged in, hover over the *Pay Assessments* menu and select *Sign Up for ACH Debit*. **Note: If you are already enrolled in ProCom's ACH debit program, you do not have to re-enroll. Your payments will continue to be automatically debited with no interruption.**

E-CHECK OR CREDIT CARD PAYMENT

Login to the new homeowner portal (details and registration instructions are below), click on *Pay Assessments*, and make/set-up a one-time or recurring e-check or credit card payment. **Note: While you can register for the portal immediately, you will not be able to make or schedule recurring payments until May 2nd.**

YOUR BANK'S ONLINE PAYMENT OPTIONS

The payee must be The Saxony Square and Kingsley Hall Homeowners Association, Inc., *NOT PROCOM*.

Enter your property street address and new homeowner account number, *SSH700*, in the memo line.

Enter the new Axos Bank payment remittance address, which is *Axos Lockbox C/O Professional Community Management, Inc.*

P.O. Box 2097

Secaucus, NJ 07096-2097.

HAND WRITTEN CHECK OR MONEY ORDER

Make the check payable to The Saxony Square and Kingsley Hall Homeowners Association, Inc., *NOT PROCOM*.

Enter your property street address and new homeowner account number, *SSH700*, in the memo line.

Mail the check to the new Axos Bank payment remittance address, which is *Axos Lockbox C/O Professional Community Management, Inc.*

P.O. Box 2097

Secaucus, NJ 07096-2097.

HOMEOWNER PORTAL

Included with this upgrade will be a homeowner portal at no additional cost to you or the association. **Please visit <https://procom.cincwebaxis.com> and register for an account upon receipt of this notice.** Once management verifies your registration, you will receive an E-Mail with a link to set your password. A short video demonstrating the registration process can be found at the following link: <https://tinyurl.com/CINCWebAxisRegistration>.

On the portal, you will be able to update your profile and contact information, view your account history and make payments (starting May 2nd), view association documents, minutes, and calendars, reserve amenities, submit work orders, submit architectural requests, respond to violations, vote electronically, and contact management. You will also be able to choose how to receive association information, account statements, and personal correspondence – electronically or via the USPS. A short video demonstrating the registration process can be found at the following link: <https://tinyurl.com/CINCWebAxisDemo>.

Management and the Board will be able to post announcements and send E-Mail blasts, which will greatly increase the speed and reach of important, time sensitive information. The more homeowners that register for the portal, the more savings in mailing related admin costs.

If you have questions or concerns, please contact Ellen Braswell of ProCom at (410) 721 -0777 x150 or via E-Mail at EBraswell@procomgt.com.

Sincerely,

Professional Community Management, Inc.