



12051 Tech Road, Suite B Silver Spring, MD 20904-1999
Tel. (301) 680-0700 Fax. (301) 625-0438

Dear Homeowner:

Chambers Management Inc. is transitioning to a partnership with CINC Systems, LLC and Axos to provide your community's payment processing, banking and web services. We're confident you will see a positive impact from these partnerships, and we look forward to continuing to provide you the highest level of service.

Our transition to CINC will take effect on February 1st. The transition period will occur for 2 weeks prior to this date and continue through the end of February. Please note that during the transition period, you may experience a delay in some processes. It is imperative that we briefly suspend transactions in order to import your community's data into the new system. For example, online payments and homeowner balances will be temporarily unavailable while we verify homeowner balances in the new system. Late fees will not be assessed for the month of March.

For your convenience, Chambers Management Inc. in conjunction with CINC Systems, LLC will provide multiple resources to make your payments. Please note that a few of these avenues will warrant a small fee.

- 1) **Lockbox Service:** Enclosed are your new payment coupons. The new address for mailing payments accompanied by a coupon is listed below. When writing your check, please make sure to make it payable to your Association and include your **new** account number on the memo line. There is **no fee** for using the Lockbox Service.
- 2) If you would like to pay your assessments using an online bill payment service or your personal bank's online payment service, you must delete and set up a new payee using the updated information below. This will ensure your payment is posted promptly. There is **no fee** for setting up a bill payment through your personal bank.
- 3) If you would like to pay via ACH please contact our office to receive the setup form. You can email us at admin@chambersmanagementinc.com. There is a one-time setup fee of \$10. Moving forward there is **no additional fee**.
- 4) **Online Payments:** You will be able to make one-time or recurring payments online using either e-check or credit cards. To make your payments, please go to our website at chambers.cincwebaxis.com. 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. Once your registration request is reviewed and validated by Chambers Management Inc., you will receive an email with a link to set your password. You can then log in with your email address and new password to make payments and access information about your community. To setup your recurring payments, log into your account and then click the Pay Assessments Link. On the Pay Assessments page, you can choose to set up your recurring payments for e-checks or credit card by clicking on the New Recurring E-check or New Recurring Credit Card link. There is a bank fee of **\$1.99 fee for e-checks** and **3% charge for credit cards**.

If you would like to pay your assessments using an online bill payment service or your personal bank's online payment service, you must delete and set up a new payee using the updated information below. This will ensure your payment is posted promptly.

Your Association Name
c/o Chambers Management Inc.
PO BOX 2309
Secaucus NJ 07096-2309

Please let us know if you have any questions regarding the transition to our new software or any of the features that will be available.

Sincerely,

Chambers Management Inc.

WWW.CHAMBERSMANGEMENTINC.COM