



# ATTENTION – ACTION REQUIRED

## Evergreen Lifestyles Management Software Conversion

**January 1, 2020**

As Evergreen continues to grow, we are always looking for better ways to serve our clients. With this in mind, we have contracted with a new community management software package. We know that with new changes some questions are bound to arise. We hope that while not exhaustive, the following information offers answers to many of the frequently asked questions.

✓ **When will I be able to access the new payment portal on the community website?**

Due to all of the information being moved over to the new software platform, the anticipated “Go Live” date for which homeowners will be able to register and view their account is January 15, 2020.

✓ **Will payment address change?**

Yes. After January 1, 2020, the new remittance address for check payments will be (Include name of your association) c/o Evergreen Lifestyles Management LLC, PO Box 98121, Phoenix, AZ 85038-0121. If you have on-line bill pay through your financial institution, this information will need to be updated.

✓ **Will owners need new passwords to access the new payment portal of the community website?**

Yes. Vantaca will generate log in credentials and automatically send them to everyone with an email address on file. If you do not have an established email, you can register on your community website utilizing the Vantaca portal link. When you register, you will be prompted to provide the following information:

- Name
- Email address
- Property Address
- Phone Number
- Association Name
- Account number (not required to log in)

✓ **What is the URL where I log into my homeowner portal?**

<https://www.evergreen-lm.com> is the URL. Click the Make a Payment in the upper right-hand corner of the Evergreen Lifestyles Management homepage to set up or view your account. You can also find the link on your community website by clicking on the Make a Payment link at the top of the Home page.

✓ **Is my information on the Vantaca online portal secure?**

Yes. The (HTTPS) is the secure version of HTTP, the protocol over which data is sent between your browser and the website that you are connected to. The “s” at the end of HTTPS stands for “Secure”. It means all communications between your browser and the website are encrypted. Evergreen Lifestyles Management does not have access to your banking or credit card information.

✓ **Will I have a new account number with Vantaca?**

Yes. Vantaca will generate a new account number. We encourage you to update your records and start using your new account number whenever possible. For the immediate future, Vantaca will still recognize your current account number and process your payment as before.

✓ **Why should I sign up for the online portal?**

We want you to have all the information you need at your fingertips. In a few simple clicks, you will have access to real-time information regarding your account information. You will also be able to communicate directly with your community manager as well as other support staff for quick answers to your questions and concerns.

✓ **Will Vantaca replace my community website?**

No. You can still go directly to your community website by clicking on <https://www.evergreen-lm.com> and click on the My Community link. You will then select your community and be redirected to your community website.

✓ **Can I pay my assessments online through Vantaca?**

Yes. Once you have set up an account, select the "Make a Payment" button to be directed to the payment processing service. From here you can choose between One-Time eCheck, Recurring ECheck or credit card. We highly recommend you convert to the payment options through your Vantaca portal for faster and accurate application of your payments, and lower credit card processing fees. Payments made through the Vantaca portal will be applied to your ledger at the time of the transaction.

✓ **Will my ACH payments continue?**

Yes. We anticipate a seamless transition to this process however, the January assessment payment is expected to occur in the last half of the month of January due to timing of the software transition. For those homeowners not currently signed up for ACH payments, you will be able to do so directly through the Vantaca portal after January 1.

✓ **Is there a charge for paying by credit card?**

Yes. To make a payment by credit card through Vantaca, you will be directed to PayLease to make the payment. PayLease will charge all credit/debit card payments an added fee of 3.25%.

✓ **I own multiple properties. Can I see and manage all my accounts in my owner portal?**

Yes. You can see multiple properties through one dashboard. Login into your owner portal and click Submit a Request from the left menu and select "General Question" from the dropdown. Please provide the details of the accounts you would like to link, and let us know what your mailing address is, if it is not already the same on all accounts.

✓ **Since coupon books will be delayed, will I be charged additional fees for my payment not being received by January 1?**

No. Due to the accounting software change over, no interest or late fees will be assessed during the month of January.

