



Dear Homeowner:

Legacy Southwest Property Management is transitioning to a partnership with CINC Systems, LLC and Veritex Bank to provide your community's payment processing, banking and web services. We think you will see a positive impact from these partnerships, and we look forward to continuing to provide you with the highest level of service.

Our transition to CINC will take effect on March 1, 2022. The transition period will occur for 2 weeks prior to this date through the end of March. 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 bring 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, Legacy Southwest Property Management in conjunction with CINC Systems, LLC will provide the following methods of payment:

- 1) **Online Payments:** You will be able to make online payments using either e-check or credit cards. To make your payments, please go to our website at lswpm.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 Legacy Southwest Property Management, 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.
- 2) **Online Recurring Payments:** Our website also allows you to set up automatic recurring payments. 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 echecks or credit card by clicking on the **New Recurring Echeck or New Recurring Credit Card link. There is a \$1.99 convenience fee for echecks and a 3.25% convenience fee for credit card payments.**
- 3) **Lockbox Service:** You will be receiving new payment coupons in the mail. 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 account number on the memo line.
- 4) 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 Legacy Southwest Property Management
PO Box 294047
Lewisville, TX 75029-4047

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,

Legacy Southwest Property Management

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