

Dear Homeowner,

We are pleased to introduce ourselves as the new financial manager for **Country Hills Neighborhood Association**. Community Financials has been contracted by your Board of Directors to handle the monthly financial services, unit resale paperwork, and some other administrative matters.

Our service includes an online owner's portal where you can go to:

- Update your contact information
- View and print your account ledger & make a payment
- View community documents, answers to Frequently Asked Questions (FAQs) and more.

To Register for your Owners Portal via Email Address:

Step 1: Go to: <https://office.smartwebs.com/> (pro tip: bookmark this site for future reference)

2: Click "Login" > "Resident Portal"

3: Under the username and password choose 'link your home to an existing Smartwebs user account'

4: Enter your Association Name of **Country Hills** (**less is better**) and Zip Code of **38016** then 'Search')

5: Click on your association name

6: Click 'find your unit' and enter your last name and unit address

7: Check for your confirmation email and click the link in the email to confirm your account

Online Payment via E-Check or Credit Card:

Once in the portal (see steps above), Click the Payment button and you'll be directed to our payment partner (RevoPay); access the online payment service. Choose an online payment option

You may set up a one-time payment or recurring payment at NO COST with your bank account and routing number (via ACH)

You may also pay your assessment using Visa, MasterCard, AMEX or Discover. There is a 3.5% convenience fee per transaction if you pay via credit card or \$6.95 for debit card.

Payment by Check or Money Order:

When you receive a Statement cut off the bottom and mail it together with your check, payable to:

**Country Hills Neighborhood Association
PO Box 26078
Miami, FL 33102-6078**

Be sure to include your new seven-digit account number (included in the top right hand corner of your statement) **on your check**. *Caution: Do not address it to Community Financials as it may go to the wrong lockbox, please make the check payable to Country Hills Neighborhood Association.*

Using your Personal Bank's Online Bill Pay System:

Note: Most banks print and mail a physical check which is slower than online payments. Please allow for up to 10 calendar days for check printing and delivery.

IMPORTANT: If you are currently using your bank's Online Bill Pay, please **DELETE the payment record and set up an entirely new payment** with your new unique account number and remittance P.O. Box address above. Note that your account number has changed. **DO NOT** just edit the payment by changing the address and account number. That could cause your payment to be misrouted (lost) or returned to you.

NOTE: Should assessments change, your bank bill payment will need to be updated.

Please keep our contact information below handy and if you received this letter by mail and not by email please send us your email address as we prefer to correspond via email as much as possible:

If you have a balance due or credit it will be reflected on your ledger and on your next statement once we get the final numbers from your outgoing finance partner or board.

Registering for the SmartWebs portal please contact support@communityfinancials.com or 833-CONDO-HOA (266-3646) option 1. **Please note our customer service hours are 9am – 9pm EST Monday – Friday. We also have Spanish assistance available at extension 728.**

For refinance lender questionnaires or resale certificates, please contact resale@communityfinancials.com or call (833) 266-3646 option 3.

The board is handling all property management requests. All homeowners can be redirected to the board by sending an email to board@countryhillshoa.com

All information concerning pool passes can be found at our website using the following link.

<https://www.countryhillshoa.com/pools>

We look forward to working with you!

Sincerely,

Community Financials