



**Subject:** New Owner Payment Options & Web Portal Registration/Benefits

Dear Homeowner,

PMI Premier is constantly looking for new ways to improve the services provided to your community. With this in mind, we are excited to announce we have partnered with **CINC Systems** for our management and accounting software to provide functions such as payment processing, banking and web services. We think you will see a positive impact from these decisions and we look forward to our continued success in serving your community. Please be advised that **CINC Systems** will provide the following methods of payment:

1) **Online One-Time & Reoccurring Payments:** You will be able to make 2021 online payments using either e-check or credit cards. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. Please note that you will be able to schedule your 2021 reoccurring payments immediately beginning January 18, 2021.

\*\*Please be advised that the former online payment option via COMWEB Portal and Zego will be disabled on Saturday, January 15<sup>th</sup>, 2021 and is replaced with the new CINC payment platform. Please see further instructions below of how to register for your website portal account.

2) **Lockbox Service for Paying by Check:** Please know that the paper version of this informational document is being sent out with statements being processed for mailing now. **Please note that the mailing address has changed.** The new address for mailing payments is:

{Your Association Name}  
C/O PMI Premier  
P.O Box 292094  
Lewisville, TX 75029-2094

This address will be on your mailed statement and return envelope. **Please make your check payable to your Association and include your account number (listed on the statement) on the memo line.** Please note that if you send checks to our Southlake office address, your payment processing may be delayed.

3) **Personal Bank Payment Service:** Please note that if you are currently paying your assessments using a personal online bill payment service or pay online through your personal

bank's online payment service, you must DELETE your current setup and add **a new payee address** in order to ensure your payment is posted promptly as shown here.

**{Your Association Name}**  
**C/O PMI Premier**  
**P.O Box 292094**  
**Lewisville, TX 75029-2094**

We are also excited to announce that the website and account portal also offers you the following services in addition to making one-time and recurring payments as follows.

- **Account History & Balance Information:** You can access your account history and balance information by clicking on the Account Information link on the left side of your screen.
- **ARC (Architectural Review) Requests:** You can also submit ARC Requests and check on their status by clicking the ACC Request link on the left side of your screen.
- **Violation Letters and Management Correspondence:** You can review and respond to violation letters and other correspondence received right from your owner portal.
- **Association Documents:** Owners will have access to Board meeting minutes, financial reports and any other posted Association document that you may need at your fingertips!
- **Association Directories:** Owners are able to review a neighborhood directory of any information that owners elect to supply including email addresses and phone numbers that can be updated by the homeowner within the portal.
- **Association Calendars:** You can see a calendar of any posted social events within the community.
- **Association Social Groups:** You sign up for individual community social groups that will allow for special notifications within that social group!

**To register for your account, please perform the following steps.**

- 1) Go to <https://pmipremier.cincwebaxis.com/>
- 2) Click on the "**Register**" button in the top right-hand corner
- 3) Complete a minimum of all mandatory fields marked with a red asterisk \*
  - Please enter your email address as your Login ID
  - Please enter your Association Address (not your secondary address)
- 4) After you have registered, a request to approve your registration will be sent to us
- 5) We will approve your registration and send you your password and link to begin using the portal!

Please let us know if you have any questions regarding these features or registering your account at the contact info offered below.

**Sincerely,**  
**Robert Clark**  
**Association Manager**