



Dear Homeowner:

Hawthorne Management Company is transitioning to a new software partnership platform with CINC Systems, LLC to provide your community's payment processing, banking and web services. We believe you will see a positive impact from this partnership, and we look forward to continuing to provide you with the highest level of service.

Our transition to CINC will take effect on July 1, 2022. The transition period will occur for 2 weeks prior to this date through the end of July 2022. 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.

For your convenience, Hawthorne Management Company in conjunction with CINC Systems, LLC will provide the following methods of payment:

- 1) **Online Payments:** Starting July 1, 2022, 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 www.hawthornemgmt.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. Your account number will be included on the statement that will be sent out mid-June. Once your registration request is reviewed and validated by Hawthorne Management Company, 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.
- 3) **Please note: We are changing our payment processor away from Paylease/Zego effective July 1, 2022. If you are currently set up on recurring payments with Paylease/Zego and would like to continue a recurring payment, a new recurring payment must be set up by going to www.hawthornemgmt.com. If you need assistance setting up a new recurring payment, please email websupport@hawthornemgmt.com.**



- 4) Lockbox Service: You will be receiving new statements in the mail if your Association bills monthly or quarterly. The new address for mailing payments 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.
- 5) 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 Hawthorne Management Company
P.O. Box 1058
Commerce, GA 30529

****Owners who would like to sign up for or continue to receive e-statements please go to, **Account Info / My Profile** tab under **Billing Information** after registering for a new account. ****

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

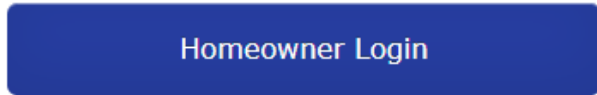
Sincerely,

Hawthorne Management Company

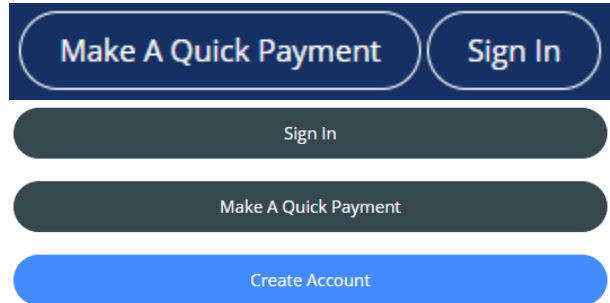
Online Registration for Owner Account

Go to www.hawthornemgmt.com

On the right go to "Homeowner Login"



Once on the new web page you can scroll down the main page to review the Web Portal capabilities as well as to register, or you can select "Sign In" at the top corner and Create Account on the new page.



If you do not know your account number, that is ok. Just make sure to fill out your street number and all other required fields. If you are in a condo, please make sure to include your unit number.

User Information (Used for verification only)

Account Number:	<input type="text"/>	Last Name:*	<input type="text"/>
First Name:*	<input type="text"/>	Street Name:*	<input type="text"/>
Street Number:	<input type="text"/>	City:*	<input type="text"/>
Address Line 2:	<input type="text"/>	Zip:*	<input type="text"/>
State:*	<input type="text"/>		
Unit Number:	<input type="text"/>	Work Phone:	<input type="text"/>
Home Phone:	<input type="text"/>		
Mobile Phone:	<input type="text"/>		

*Indicates required field

Please give the Hawthorne web support department 24 to 72 hours (1 - 3 business days) to verify your account. Once verified you will receive an email containing your login ID and your password.