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Community Management for Maryland, Virginia & D.C.

FINAL TRANSITION NOTICE

YOUR VANTACA PAY TRANSITION: WHAT TO DO NOW

As we shared in our earlier notice, your community is moving to Vantaca Pay on January 1, 2027. This notice has everything you need: how to get set up, your payment options, and important account details. It's already built right into the Abaris Owner Portal you may already use today — so there's nothing new to download, no extra website to visit, and no additional login to remember. If you're already registered for the Owner Portal, you're all set!

NEW TO THE OWNER PORTAL? LET'S GET YOU SET UP

If you haven't logged in before, registration only takes a couple of minutes and is completely free:

- Visit portal.abarisrealty.com and click “Log Into Your Account.”
- A new window will open — click “Don't have an account? Sign Up.”
- Have your account number and registration key? Enter them and complete your registration.
- Don't have them handy? Click “Don't have an account number or registration key?”, fill in the requested info, and click “Request.” Your credentials will be emailed to you.

CLICKPAY AUTO-PAY USERS: WHAT YOU NEED TO KNOW

ClickPay Auto-Pay will be discontinued for all owners effective **December 15, 2026**. **No action is required on your part to cancel your existing ClickPay Auto-Pay enrollment**, as this will be handled automatically as part of the transition. However, your Auto-Pay enrollment will **not transfer to Vantaca Pay**, so you will need to enroll again through your Abaris Owner Portal to continue making automatic payments.

Beginning December 16, 2026, you can enroll in FREE ACH Auto-Pay through your Owner Portal, giving you plenty of time to get set up before Vantaca Pay goes live on January 1, 2027.

To avoid missing your first scheduled payment, please enroll by the **3rd of the month your next assessment is due**. For example, if your next assessment is due in January, you must enroll by **January 3, 2027**, to be included in the January 5th draft.

Going forward, free ACH Auto-Pay will draft on the 5th of each applicable billing month, whether your assessments are due monthly, quarterly, semiannually, or annually. If you enroll after the 3rd, Auto-Pay will begin with the next applicable draft, and you will need to make the current payment separately to avoid potential late fees.

Important Reminder: Avoid Duplicate Payments

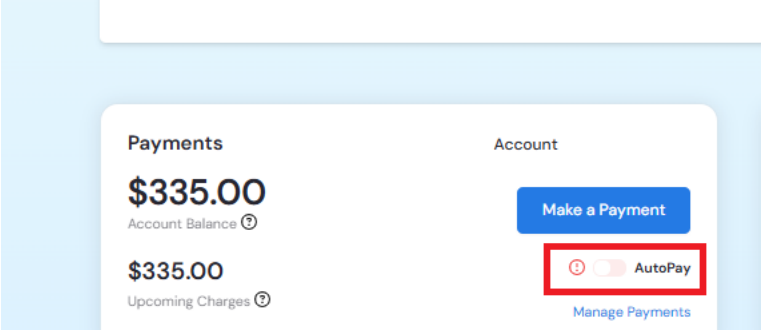
Before enrolling in Vantaca Pay, please review any existing payment arrangements, including recurring payments scheduled through your bank's bill-pay service. Make sure you do not have multiple payments scheduled for the same assessment to avoid duplicate payments during the transition.

★ We recommend free ACH Auto-Pay

It's the easiest, most affordable way to stay on track with your assessments — no transaction fees, no stamps, and no extra steps once it's set up.

Just log in to your Owner Portal, click **"AutoPay"** in the Payments widget, and follow the prompts.

Important: Your account must have a $0 balance to enroll in FREE ACH Auto-Pay. If you have an outstanding balance, you will need to make a one-time payment to bring your account current before enrolling. Once your balance reflects $0, you can complete your Auto-Pay enrollment.



Click the "AutoPay" button (highlighted in red) on your Community Dashboard

YOUR PAYMENT OPTIONS

Payment Method	Fee	Details
ACH Auto-Pay (Recommended)	**FREE**	Bank account only. Automatically drafts on the 5th of each applicable billing month.
eCheck (ACH/Bank Account)	$2.99 per transaction	One-time or recurring (choose your date)
Debit/Credit Card	3.99% of payment amount	One-time or recurring (choose your date)
Check / Bank Bill Pay	**FREE**	Mail to new PO Box address below

Why are there two ACH options? *Both use your bank account. FREE ACH Auto-Pay drafts automatically on the 5th of each applicable billing month, while eCheck allows one-time payments or recurring payments on a date you choose for a $2.99 fee per transaction.*

IMPORTANT: NEW MAILING ADDRESS FOR CHECKS

As mentioned in our earlier notice, the mailing address for checks and bank bill pay is changing. If you prefer to pay by check or use your bank's bill-pay service, please update your payment instructions to the following address:

[Association Name]
c/o Abaris Real Estate Management
PO Box 5340
Deptford, NJ 08096

Please make checks payable to your Association and include your **9-digit account number** in the memo or reference field to ensure proper posting.

Important Reminder: For a limited time during the transition, payments sent to the previous lockbox address will be forwarded to our office for processing. However, this may result in delays in posting payments to your account. To avoid potential delays or late fees, please begin using the new mailing address and update any existing bank bill-pay instructions with your financial institution as soon as possible.

FREQUENTLY ASKED QUESTIONS

Q: Why is the Association changing to Vantaca Pay?
A: Vantaca Pay is fully integrated with the Abaris Owner Portal, providing a more streamlined payment experience, real-time payment updates, improved account management, and enhanced security.

Q: I already have Auto-Pay set up. Do I need to do anything?
A: ClickPay Auto-Pay ends automatically on 12/15/2026 and cannot transfer to Vantaca Pay. To continue automatic payments, re-enroll in Vantaca Pay through your Owner Portal. Review separate bank bill-pay instructions to avoid duplicate payments.

Q: Why is there now a fee for some online payment options?
A: FREE ACH Auto-Pay and mailed checks have no processing fee. One-time or custom-date recurring eChecks cost $2.99; debit/credit card payments cost 3.99%.

Q: Is there still a free online payment option?
A: Yes. FREE ACH Auto-Pay drafts on the 5th of each applicable assessment month. A $0 account balance is required to enroll.

Q: What is Vantaca Pay?
A: Vantaca Pay is an integrated online payment platform built directly into your Abaris Owner Portal. It allows you to make payments, enroll in Auto-Pay, and manage your account online 24/7.

Q: Do I have to switch from paying by check?
A: No. Checks and bank bill pay remain available at no processing fee. Use the new mailing address above.

Q: What's the difference between free ACH Auto-Pay and the paid recurring option?
A: Free ACH Auto-Pay is **bank account only**, has no processing fee, and drafts on the 5th of each applicable billing month (monthly, quarterly, semiannual, or annual). Paid recurring payments let you choose your draft date, with a fee of **$2.99 per ACH/bank transaction or 3.99% for debit/credit cards**. The same fees apply to one-time payments.

Q: How do I enroll in the FREE Auto-Pay?
A: From your Owner Portal dashboard, select **"AutoPay"** in the Payments widget and follow the prompts (see screenshot above). Do not select the blue **"Make a Payment"** button, which is for one-time and paid recurring payments.

Q: When will my Auto-Pay draft?
A: FREE ACH Auto-Pay drafts on the **5th of each applicable billing month**, based on your Association's billing frequency (monthly, quarterly, semiannual, or annual). Enroll by the **3rd of that month** to be included in the upcoming draft. If you enroll after the 3rd, you must pay the current assessment separately, and Auto-Pay will begin with your next scheduled assessment.

Q: When can I make one-time payments or set up paid recurring payments?
A: Beginning January 1, 2027, when Vantaca Pay goes live, you can use the blue **"Make a Payment"** button in your Owner Portal to submit one-time payments or schedule paid recurring payments. Processing fees apply.

Q: Is my payment information secure?
A: Yes. The platform uses bank-level encryption and is PCI-compliant, protecting your payment data to the highest industry standards.

Q: Can I still pay by check?
A: Yes. Use the new address above, make checks payable to your Association, and include your 9-digit account number. Update bank bill-pay instructions as well.

QUESTIONS? WE'RE HAPPY TO HELP

Reach Ava, our virtual assistant, anytime: 1 (844) 263-2736

Text the number above, or chat with her online through the widget on our homepage or your Vantaca dashboard. Phone support is coming soon. No app, no password, no waiting on hold — Ava can answer questions about this transition and your account any hour of the day.

Vantaca Pay Support: 855-266-1655 | payment-support@vantaca.com

Abaris Real Estate Management: 301-468-8919 | customercare@abarisrealty.com