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Community Management for Maryland, Virginia & D.C.

IMPORTANT NOTICE

A CHANGE IS COMING TO HOW YOU PAY YOUR ASSESSMENTS

We want to give you advance notice: starting January 1, 2027, your community is moving to a new payment platform called Vantaca Pay. There's nothing you need to do right now — this notice is just to let you know what's ahead and why.

WHY ARE WE MAKING THIS CHANGE?

Vantaca Pay is fully integrated with the Abaris Owner Portal you already use, giving us real-time payment updates, improved account management, and stronger security — all in the same place you already log in today. There's no new site to visit and no separate login to remember.

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

If you haven't logged in before, now's a great time to register — it 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.

DO I NEED TO DO ANYTHING RIGHT NOW?

No action needed right now.

You can keep paying exactly the way you do today — by check, one-time online payment, or your current recurring setup — right up until the transition.

One heads-up if you pay by check: the mailing address for payments will also be changing as part of this transition. Please don't update your records yet — we'll share the new address in our follow-up notice, timed so it's ready right when you need it.

One exception: if you pay by ClickPay Auto-Pay today

ClickPay Auto-Pay will be turned off for all owners on 12/15/2026, and it can't be transferred over automatically. If this is how you currently pay, you will need to set up Auto-Pay again in Vantaca Pay.

We'll send full re-enrollment instructions in a follow-up notice closer to the transition — **you don't need to do anything yet**, other than making sure you're registered for the Owner Portal (see above) so you're ready when the time comes.

A COUPLE OF QUESTIONS YOU MIGHT HAVE

Q: Is there still a free way to pay online?

A: Yes. Vantaca Pay will continue to offer a free ACH Auto-Pay option, with no processing fee. The draft date follows however your association is already billed — this isn't something you choose, it matches your community's existing billing cycle:

- If your association bills monthly, your Auto-Pay drafts on the 5th of every month.
- If your association bills quarterly, your Auto-Pay drafts on the 5th of the month your quarterly assessment is due.
- If your association bills semi-annually, your Auto-Pay drafts on the 5th of only the two months your assessment is due.
- If your association bills annually, your Auto-Pay drafts on the 5th of only the month your assessment is due.

Whatever your billing frequency, the enrollment deadline is always the 3rd of the month the draft is scheduled — enroll by then to be included.

Q: Will my payment information transfer automatically?

A: If you pay by check or make one-time online payments, there's nothing to transfer — you'll continue as normal. If you're on ClickPay Auto-Pay, see the note above; you'll need to re-enroll, and we'll walk you through it.

What's next: We'll send a follow-up notice closer to January 1, 2027 with complete instructions, your payment options, and any updated mailing information. In the meantime, if you have questions, we're happy to help.

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.

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