CAMP
COMMUNITY ASSOCIATION MANAGEMENT PROFESSIONALS

IMPORTANT UPDATE TO YOUR RESIDENT PORTAL & PAYMENT OPTIONS

Dear Homeowner,

We are pleased to announce that, effective **January 1, 2027, CAMP will transition to Vantaca, our new management software, and Pinnacle Bank, our new banking partner.** These upgrades will provide an improved Resident Portal, more convenient payment options, and easier access to your account information.

What You Need to Know

- **Direct Debit/ACH Payments:** If your assessment payments are automatically withdrawn from your bank account, **you will need to re-enroll in Direct Debit through the new Resident Portal.** December will be the last month we pull your payment. In **early December**, you will receive a link to access your new account, update your contact information, and establish your preferred payment method. You will receive a coupon book if you have not signed up for another payment method by 12/28.26. Please note, this payment method is free of charge.
- **Payments by Check (Lockbox):** You will receive a new coupon book in January with updated mailing instructions. Simply use the new coupons and mail your payments to the address provided. No other changes are necessary. Please note, this payment method is free of charge.
- **Bill Payer (bank sends check):** If you use a bill payer service (ie. your bank sends your payment), you will need to update your payment address to the new lockbox, effective January 1, which is: **P.O. Box 5625, Deptford, NJ 08096**
- **Credit Card, Debit Card, and E-Check Payments:** The new Resident Portal will allow you to make one-time or recurring credit or debit card payments, as well as e-check payments. You can select or update your preferred payment method once you access your new account. There will be a 3.99% processing fee for the use of credit cards and a $2.95 charge for an e-check. You will receive a coupon book if you have not signed up for another payment method by 12/28.26.

Additional Information

- **January late fees will be waived** to allow homeowners time to adjust to the new system.
- Homeowners with multiple units or parking spaces will be able to access all accounts through a single login.
- Association documents and other important homeowner information will remain accessible through the Resident Portal.

We're Here to Help

Should you have questions or need assistance, please contact CAMP's Customer Service Team at **703-821-2267**, email **contactus@gocampmgmt.com**, or reach out to your assigned Community Manager.

We are committed to making this transition as smooth as possible and appreciate your patience and cooperation as we introduce these improvements.

Warm regards,

The CAMP Management Team