

CENTENNIAL BANK

NEW PAYMENT SYSTEM INSTRUCTIONS AND OPTIONS

(AS OF 7/1/2018 – from JULY 2018 payment)

Dear Owner:

We would like to take this opportunity to welcome your association to Centennial Bank Complete Lockbox Association Services System. Enclosed you will find your association payment coupon(s) or your Automatic Debit payment notice. The following options are available for making your payment(s):

1)Payment by Automatic Debit:

Centennial Bank Automatic Debit Service is a convenient and efficient method for you to make your association payments. This service allows you to choose your personal debit day anytime between the 1st and the 10th of the month. Your U.S. bank checking or savings account will be debited based on the day you select and the payment frequency of your association. If you wish to enroll for the automatic debit service, simply complete the "Automatic Debit Enrollment" form provided with your coupon. Attach a voided check to the enrollment form, sign and submit your request via U.S. Mail to Centennial Bank, PO Box 30061, Tampa, FL 33630-3061 or by toll free fax 866-345-9137. Please complete a separate Automatic Debit Enrollment form for each payment obligation. You will be notified by mail when your first payment will be debited from your account, please continue to make your payment by check until you are notified.

2)Payment by Check and Coupon:

- Include a coupon with your check.
- All checks must be made payable to the association.
- Foreign checks must have U.S. Dollars written on the check.
- Do not send postdated checks. Checks will not be held and are processed the same day they are received.
- Mailing labels are attached to the left side of the coupon.
- Mail your payment to Centennial Bank, PO Box 30061, Tampa, FL 33630-3061.

3)Payment using Online Bill Payment Service:

To enroll in an Online Bill Payment Service, set up your payment using the "Payment Account Number" which can be found in the upper right hand corner of your coupons. The payment must be made payable to your association, and mailed to Centennial Bank, PO Box 30061, Tampa, FL 33630-3061. Using the "Payment Account Number" will ensure that your payment is properly posted to your account. The "Payment Account Number" is different for every unit and payment obligation. If you own more than one unit or if you have more than one payment obligation, please be sure to use the "Payment Account Number" assigned to each unit or payment obligation. Please note that using an Online Bill Payment Service may delay the posting of your payment.

4)Payment by Credit Card, Debit Card, or eCheck:

Making your owner assessment payments online is FAST, EASY and CONVENIENT! Centennial Bank Online Payment Solutions is a secure method for you to pay your assessment payment using a credit card, debit card, or an electronic check. Visit the Online Payment Solutions website at www.my100epay.com.

If you have any questions or correspondence regarding your property, payments or account, please contact the Management Company preferably via e-mail at (brittany@phoenixfla.com) indicating your full address in the subject, or call (954) 640-7070.

Sincerely,

CENTENNIAL BANK