



EZR Management, LLC
6263 Poplar Avenue #440
Memphis, TN 38119

p 901-507-3040
info@ezrmgt.com
www.ezrmgt.com

December 27, 2021

Dear Carrollwood Lakes Homeowner:

We are pleased to announce that beginning this month, EZR Management, LLC has been brought on board to assist the Board of Directors with the management responsibilities of Carrollwood Lakes Homeowners Association. We look forward to working with your community!

EZR Management is in the process of transitioning to a partnership with **CINC Systems, LLC** and **Pinnacle Bank** to provide your community's payment processing, banking and web services. We think you will see a positive impact from these partnerships, and we look forward to providing you with the highest level of service.

This transition period will be ongoing through the end of January. 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. **Therefore, statements will be delayed, and late fees will not be assessed for 60 days.**

- Your new HOA account website can be accessed by going to <https://ezr.cincwebaxis.com> and Click **Sign In** in the top right corner and **Create Account** at the bottom right. A registration request will be submitted and once approved, you will receive an email (from donotreply@cincsystems.net) with a link to set your password for your new login id. Check your Junk Mail frequently if you have filters that may prevent this email from reaching your inbox.

Online Payments: Once you have received your statement. You will be able to make online payments using either e-check or credit cards. To make your payments, please go to at <https://ezr.cincwebaxis.com>.

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. There is no fee for echecks and a 3.25% convenience fee for credit card payments.

Lockbox Service: The 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. If you are 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.

**Carrollwood Lakes HOA
c/o EZR Management
PO Box 149
Commerce, GA 30529**

Please let us know if you have any questions regarding the transition to our new software or any of the features that will be available at 901-507-3040 or info@ezrmgt.com.