

Dear Taberna Homeowner:

As previously communicated in your Annual Meeting package, we are pleased to announce that effective December 1, 2018, CAMS (Community Association Management Services) has been selected by your Board of Directors as the new managing agent for Taberna Master Homeowners Association, Inc. We want to ensure a smooth transition from your previous management company, so please follow the simple step by step guide on the back of this letter to register with CAMS. You may begin accessing your owner's portal on December 1, 2018. The owner's portal allows you to set billing and communication preferences, pay your bill, report maintenance concerns and much more.

A statement for your annual 2019 assessment will be mailed to your home in the upcoming days for payment due on January 1, 2019. Additionally, if you are part of a sub-community within Taberna and do not choose to receive electronic statements (eStatements), a coupon book for your 2019 assessments will be mailed to you in the following weeks. CAMS offers several convenient payment methods in the owner's portal or you can remit payment using the coupon on the bottom of your statement. Please note, you will not be able to log-in or make a payment online until December 1st.

If there are any questions or concerns, please do not hesitate to contact your CAMS team. We are looking forward to working with you and your community!



Get to Know CAMS!

CAMS is a local Accredited Association Management Company (AAMC®) that has provided trusted guidance since 1991. Our goal is to provide valuable professional direction to your Board of Directors and the highest quality of service to all community residents, to protect and preserve the value of your investment.

The selection of CAMS by the HOA means you've hired an entire team of professionally qualified people to support the needs of your community including a local Community and Assistant Manager, Regional Manager and Vice President. Additionally, CAMS provides a knowledgeable Community Support Team to expertly assist all needs of your residents. Owners will have direct access to our support staff for various questions related to billing, collections, maintenance, amenities, rules, and recent communications through the web portal, phone or email. Our entire team is eager to get to know you and serve you!

IMPORTANT INFORMATION

OFFICE HOURS

Monday – Friday
8:30 am to 5:00 pm

CONTACT US

877.672.2267
www.camsmgt.com

OWNER'S WEB PORTAL

www.camsmgt.com/owner

EMERGENCY SERVICE

(24 hours / 7 days a week)

If you have a true EMERGENCY outside of business hours that would result in property damage, please dial 877.672.2267 and follow the prompts for emergency association assistance. Provide the nature of your emergency, name, Association, and contact number.

BILLING ADDRESS:

Mail payments to:
Taberna HOA (please note sub-community account number if applicable)
c/o CAMS
PO Box 97548
Raleigh, NC
27624-7548

STEP BY STEP GUIDE TO YOUR CAMS ACCOUNT

STEP 1 – PRE-REGISTER WITH CAMS

Please pre-register with CAMS at www.camsmgt.com/new-homeowner. Once your account has been verified, you will receive login instructions. You may begin accessing your account to complete the following steps on December 1, 2018 by going to www.camsmgt.com/owner. If you are unable to validate your owner information online, please reference the “Important Information” menu on the front of this page for a guide on how to contact us. *Kindly register with us no later than December 31, 2018.*

STEP 2 – VERIFY YOUR CONTACT INFORMATION

Your contact information has been provided to us by the prior management company, but we would like to confirm that the provided information is accurate and current. Once you have logged in to your owner’s portal, click on “My Contact Info” on the left-hand side of page, verify all your contact information (email address, phone number and mailing address). This information is essential so that your community can contact you concerning community news, emergency matters, and billing concerns. You can also elect to hide or display your contact information for the online community directory.

STEP 3 – HOW WILL MY ASSOCIATION BILL ME?

1) eStatements (Preferred)– You can choose to go “paperless” by signing up for eStatements in your owner’s portal (this would be in lieu of receiving a paper statement for your annual assessment and/or coupon book for your sub-community assessments).

2) Coupon Books– Some associations send coupon books at the beginning of the calendar year. Every year more communities elect to go “paperless” to lower association expenses.

STEP 4 – SET YOUR BILLING PREFERENCES

Once you have logged in, click on “My Contact Info” and select your communication preference. By selecting **Paper**, you will receive a coupon book, or a paper statement based on your community’s billing preference. To sign up for eStatements, select Email as your communication preference.

STEP 5 – OPTIONS FOR PAYING MY ASSESSMENTS (DUES)

You can always check your most current bill by logging in to your owner’s portal, www.camsmgt.com/owner. We offer several different payment options for your convenience, referenced below. Please note outstanding prepaid or past due balances from your previous management company will not be available immediately. These balances normally take approximately 30 days to post to your account. *As a reminder, if you were previously enrolled in recurring drafts, you will need to set this up in the CAMS owner’s portal to continue this service, as this information is not transferred for your privacy and security.*

PAYMENT OPTIONS & INSTRUCTIONS

To avoid late fees, payment should be remitted on or before the 1st day of your billing cycle.



SECURE ONLINE PAYMENT:

Login or sign up through the owner’s portal www.camsmgt.com/owner

- Automatic Draft Payment (free) – Preferred Option
- Recurring Credit Card Payment
- One Time E-Check Payment
- Same Day Processing



BANK BILL PAYMENT:

If you’re using your online banking service to pay your HOA dues, a physical check is mailed from your banking institution. *(Please set up payment through your bank at least 10 to 15 business days in advance of due date to allow your bank’s check to be received in time.)* Be sure to note your account number in the memo line in the bill pay portal.



MAIL YOUR PAYMENT:

- Checks should be made payable to your association name (*do not abbreviate*) & should be received on or before due date.
- Please write your account number on your check as it appears on the coupon.
- If you are paying assessments for two different associations, do not combine payments. Checks must be made out separately.
- Mail payment at least 10 to 15 business days in advance of due date to allow for mailing and processing time.