

Dear Homeowner,

We are pleased to introduce a new software program called SmartWebs we are moving **Murano HOA account to effective 01/01/2025**.

Accounting Department Inc will continue handling the dues and assessments, billing and collections, invoice payment, and other financial and administrative services just from a new software called SmartWebs

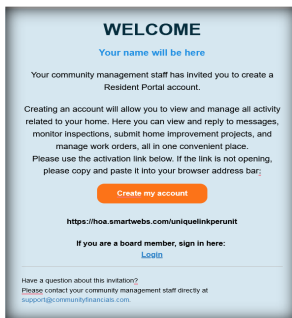
This letter contains important instructions for registering your unit in the new online owner’s portal and setting up payments to safely and securely ensure your dues and assessments are paid timely.

REGISTERING ON THE SMARTWEBS PORTAL FOR YOUR COMMUNITY

Our service includes access to an easy-to-use online owner’s portal where you can go to:

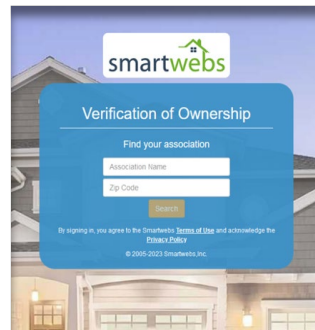
- Update and maintain your contact information.
- View and print your account ledger and make payments.
- Send and track inquiries, concerns and architectural review requests to us and/or the board.
- View answers to Frequently Asked Questions (FAQs) and more.

You have two methods to register on our portal. First, check your email for a WELCOME invitation, which looks like the image below. Click on the bright orange link button in that email to create your account.



If you didn’t receive or cannot find an email, first check your junk or spam folder and look for an email from support@communityfinancials.com. If you still cannot find the WELCOME email, you can register using the following instructions below:

1. Go to **SMARTWEBS** (<https://office.smartwebs.com>).
2. Click “Residents: click here to set up your account”.
3. At the “Verification of Ownership” screen enter your Association Name **Murano HOA** and zip code of **34990** and then “search”.
4. Click on your association name.
5. Click ‘find your unit’ and enter your last name and unit address.
6. Check for your confirmation email and click the link in the email to create your account.



SETTING UP ONLINE PAYMENTS IN THE PORTAL

Once registered in the portal click the “Payment” button and you’ll be directed to our payment partner to access our online payment service. Here you can choose an online payment option from the following choices:

- You may set up a one-time payment or recurring payment at NO COST by securely entering your bank account and routing number (via ACH)
- You may also pay your assessment using Visa, MasterCard, AMEX or Discover, however, such transactions will incur a 3.5% convenience fee for cards.

We encourage you to set up recurring payments as these will ensure your dues and assessments are paid timely and help avoid late fees.

OTHER PAYMENT OPTIONS

Residents may also pay by check, email, or through their personal bank’s online bill payment system, however, these options could result in delays in receiving or processing your payments and also will require residents to monitor closely for changes in the amount billed as a result of dues changes or other fees.

Paying by Check or Money Order

You may pay by check or money order by making either instrument payable **Murano HOA** and mailing to the following address:

***Murano HOA
PO Box 26078
Miami, FL 33102-6078***

Be sure to include your new seven-digit account number (included in the top right-hand corner of your statement) on your check. To help the deposit of your check to be faster, please send the bottom portion of your statement with your check if you have a printer.

Using your Personal Bank’s Online Bill Pay System:

Because most banks’ online bill payment systems print and mail a physical check, please allow for up to 10 calendar days for check printing and delivery when scheduling your payments in order to avoid late fees. If you are currently using your bank’s bill payment service, please DELETE the existing payment plan and set up an entirely new payment with your new unique account number and remittance P.O. Box address above. DO NOT just edit the payment by changing the address and account number. That could cause your payment to be misrouted (lost) or returned to you.

Please note if you have a balance due or credit from your prior account, we will update the ledgers when we receive the information from the previous software, typically 30 days after the transition and you will see this on the following statement.

Should you require assistance registering on our portal or have questions about your account or how to pay your bill, please email support@accountingdepartment.biz or call (561)747-5503 option 1.

Please note our customer service hours are 9AM – 9PM EST Monday – Friday. We also have Spanish assistance available at extension 728.

We look forward to working with you and your community.

Sincerely,

Community Financials Inc and Accounting Department Inc