

GUD Community Management
4135 S. Power Rd Suite 122
Mesa, AZ 85212



Dear Homeowner,

GUD Community Management is transitioning to a partnership with CINC Systems, LLC to provide your community's payment processing, banking, and web services. We think you will see a positive impact from this partnership, and we look forward to continuing to provide you with the highest level of service.

Our transition to CINC will take effect on Thursday February 1st, 2024. The transition period will occur for 2 weeks prior to this date through the end of February. 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. Late fees will not be assessed for the month of February.

Beginning Monday January 22nd, homeowners can start registering for online access via the new WebAxis online portal by visiting **GUDHOA.cincwebaxis.com**. Payments will be unavailable in WebAxis until February 1st. All current portals will be shut down as of January 29th. Online payments via any portal will be unavailable January 29th, 30th, and 31st. Please plan accordingly if you make your payments via the portal.

Homeowners wanting to opt in to eStatements may do so in WebAxis under Account Info > My Profile > Communication > Billing Information.

As of February 1st, you will have a new account number. Your new account number will be the 3 letter Association ID + your lot number (ex: ABC123). Please use your new account number when registering for WebAxis to expedite your registration.

For your convenience, GUD Community Management in conjunction with CINC Systems, LLC will provide the following methods of payment:

1. **Online Payments:** You will be able to make online payments using either e-check (\$1.99 fee) or credit cards (3.25% fee). To make your payments, please go to our website at GUDHOA.cincwebaxis.com. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. On your first visit to the website, you will need to register. Simply click on the "Register" button and complete the information required. Once your registration request is reviewed and validated by GUD Community Management, you will receive an email with a link to set your password. You can then log in with your email address and new password to make payments and access information about your community.
2. **Online Recurring Payments:** Our website also allows you to set up automatic recurring payments. To set up 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.

3. Bill Pay & Check Pay: If you would like to pay for your assessments using an online bill payment service or your personal check, you will need the address below. If you already have payments being mailed to the lockbox, you do not need to make any changes as there is no update regarding the lockbox. Please ensure that your payments are made payable to the association and are mailed to the lockbox below.

Association Name
c/o GUD Community Management
P.O. Box 94915
Las Vegas, NV 89193

Please note that any Alliance ACH payments you may have set up are not impacted by this change in software. Alliance payments will be uninterrupted during this transition.

Let us know if you have any questions regarding the transition to our new software or any of the features that will be available.

Sincerely,

GUD Community Management

480-635-1133

info@gudhoa.com