



LIGHTHOUSE

Property Management

A division of RealManage, LLC

September 14, 2021

Dear Valued Lighthouse Property Management Clients,

As you know, Lighthouse Property Management merged with RealManage as of April 1, 2021. One of the primary motivators for joining forces with RealManage was the ability to access the best-in-class technology of CiraConnect, RealManage's proprietary platform. The first major client-facing step to utilizing the state-of-the-art technology Real Manage brings to us is to integrate with our banking partner Enterprise Bank & Trust. One of the most vital services we provide as your community association management firm is assisting the Board of Directors in fulfilling their fiduciary obligation by offering secure and accurate bank account management.

Our partnership with Enterprise Bank & Trust offers significant benefits to our clients including:

- No charge to the Association for FY 2022 coupon books or assessment statements.
- No bank fees charged to the Association for things such as stop pays, NSF's and wire transfers.
- Enhanced fraud protection.
- Additional banking products such as ICS sweep accounts to protect your funds greater than the FDIC limit of \$250,000 with the auto sweep feature.
- Credit Cards issued in the name of the Association rather than a board member when setting up a new credit card with Enterprise Bank & Trust.
- Integration with our current Lighthouse accounting software (TOPS Professional) offering enhanced automation.
- Integration with and seamless transition to the Real Manage all-inclusive management software platform CiraConnect.
- Continued use of Strongroom for Accounts Payable

Between now and November 1, 2021, we will be opening an Operating Lockbox Account and a Reserve Money Market Account for each client. The new lockbox address has already been set up for the bank's processing center in Tampa. Our goal is to direct the 2022 assessments to the new Lockbox Account. Your current Lockbox Account will remain open until we are certain that all automatic payments and owner ACH payments have been successfully transitioned to the new account. Any CDs or other investment accounts will not be moved.

In addition to absorbing the cost of your 2022 coupon books or assessment statements, our team will be working with your community residents to assist in the necessary ACH re-enrollment in an effort to make the banking transition as seamless as possible. The new ACH setup can be managed directly online through Enterprise Bank's lockbox partner Click-Pay giving your owners more control over the process. Also, owners will have more options for making payments all in one place.

Over the course of the next few weeks, our team will be communicating with unit owners so they can begin to update their ACH set-up or payment address if they still pay their assessment via check or through their own online bill payment service. For owners needing to re-enroll in ACH/Auto Pay, a phone number to call for assistance will be provided as well as a website for those that wish to self-serve.

We are honored to have you as a client and look forward to enhancing our services through our banking partner relationship. We will be compiling any questions into an FAQ sheet that will be shared with everyone. If you have any questions that you would like to be part of this FAQ sheet – please email us at jeffmcduffie@mgmt.tv or pamhendrickson@mgmt.tv.

Sincerely,

A handwritten signature in cursive script that reads "Jefferson McDuffie".

Jeff McDuffie
President

COMMUNITY ASSOCIATION BANKING

Enterprise Bank & Trust is not just a bank, but an extension of its clients. We build strong relationships with clients like you, working with your banker, Rachel Rowley, AMS, PCAM.

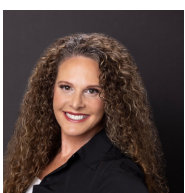
Rachel brings more than 17 years of Community Association Management industry experience to the table. Rachel served in the management industry for more than 12 years, so she knows what you and your business deal with every day. Over six years ago, she transitioned to the other side of the table and now serves as a strategic partner to management companies across the country.

Rachel and the Enterprise team bridge the gap between technology, banking efficiencies and best practices—to provide you with only the best products and services that you have come to expect and deserve.

Our online banking platform and products are efficient, user-friendly and tailored to you. Our services include:

- Additional FDIC coverage for amounts over \$250,000
- HOA financing
- Remote Lockbox
- Individual or group account analysis
- Cash management
- ACH origination

Let's Start a Conversation!



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MEMBER FDIC  Equal Housing Lender