



Vantaca Software Conversion FAQs

✓ How will owners access their online accounts?

The new association websites will require new login credentials to gain access to the “owner portals.” Each owner will receive communication with the new credentials prior to the portal launch anticipated to start occurring on Monday, October 3, 2022. Initial access will be the same as in the past: Use the Owner Login link found on the menu of the CMA website: <https://cmacommunities.com>.

✓ Will owner account numbers change?

Yes, owners are being assigned new account numbers. Good news! For the next few months, the current account numbers will also be attached to existing owners' accounts. We will still process payments directed to the current account numbers and be able to identify owners by their current account numbers. We ask that you update your records and any banking platforms you use to pay your association fees with the new account number.

✓ Will we need new coupons for payments?

No. The existing 2022 coupons will still process within the new system.

✓ Do I still send my payments to the same place?

Yes, all owner payments will continue to be sent to:
<Association Name>
c/o CMA
PO Box 65851
Phoenix, AZ 85082-5851

✓ Will all owner information be loaded into the new system?

We have a team of people who are working through the data conversion. Vantaca is quite different from our previous system; information will not be housed in the same way. Owner mailing addresses, email addresses, and phone numbers on file in the previous system will be brought into Vantaca. Owner transactions will be brought into Vantaca with categorized balance forwards (i.e., Assessments, Late Fees, Fines, etc.). The line-item details of those transactions will be archived/accessible to CMA team members; they will be furnished as needed in the future. Open violations and open modification requests will be brought into Vantaca. Closed violations and modification requests will be archived into the associations' files and be accessible to CMA team members and furnished as needed in the future.

✓ What about all the association information?

We have a team of people who are working through the data conversion. Vantaca is quite different from our previous system; information will not be housed in the same way. Balance sheet and income statement items will come into the new system with balance forwards. Prior period financial packages are archived and will be saved in PDF format. We are also archiving histories of non-compliance issues, architectural change requests, homeowner correspondence, and more. Previously saved files such as contracts, proposals, etc. will remain on file as they were previously.



Vantaca Software Conversion FAQs (cont'd)

✓ How will I know what to do in the new system?

We find the system to be quite intuitive! Many aspects of the owner portal are unchanged. As with all systems, they can have their unique processes. Once registered and logged in, please review the quick video lessons available under Owner How Tos on the menu of your account. Prior to gaining access to your account, you may review many of the videos at <https://cmacommunities.com/ownervantaca>. Learn how you can access different action items, requests, association documents, calendars, your account transactions, make payments, and more!

✓ Will this change impact our association's monthly financial reports?

It is always our goal to produce the association's monthly financial package by the management agreement's due date. We anticipate a delay in the delivery of the October financials (delivered in November). We endeavor for November's financials (delivered in December) to be provided on-schedule. Your CMA Community Association Manager will keep you informed of any changes in your association's specific delivery timeline.

✓ Will there be any delay to invoice payments during this time?

CMA processes invoices on a daily cycle. During this transition period, invoice payment may be slower in the first week or two as bank balances are reconciled in the old system, imported into Vantaca, and again reconciled. Please know that we will be monitoring payables to ensure there are not any delays that negatively impact the association.

✓ What if the portal is initially missing functionality?

As previously explained, Vantaca has a modern web portal with access to your owner account, documents, service requests, architectural modification requests, non-compliance issues, payment options, ACH/auto-debit signup, directories, and a calendar. Availability of all features should be in the first 30-45 days following conversion. There will be no interruption to the owner's ability to make online payments. Your CMA Community Association Manager will keep you informed of any changes in your association's missing functionality becoming available.

✓ Will our Association's Information be secure?

Our hosting facility is Microsoft Azure. It is one of the largest and most trusted hosting facilities in the world. It is used by 85% of Fortune 500 companies. Each facility is designed to run 24/7/365 and employs measures to help protect operations from power failure, physical intrusion, and network outages. Our web servers and processing servers are completely redundant and have immediate failover. We have a multi-tiered database backup schedule including 14 days of Any Point-in-Time restore and backups stored in geo-replicated storage locations. We maintain passwords in a one-way encryption. Highly sensitive data (e.g. bank account numbers, etc.) are stored in an always-encrypted database separate from the other data. Even the backups are encrypted! Access to the owner portal is through EV-SSL which uses extended validation and incorporates some of the highest standards in identity assurance.