

# CYPRESS BEND CONDO I

March 18, 2020

Via: Email

## **Re: Owner Payment and ClickPay**

Dear Owner,

As the managing agent for your property, KW Property Management have been proactively monitoring the evolving status of Coronavirus Disease 2019 (COVID-19). While we do not foresee this event to be impactful to payment processing at the current time, if further travel restrictions are implemented, payment delays for checks and money orders are to be expected (i.e. The Post Office would be delayed from delivering mail).

In the event this matter escalates and remitting your payments by mail is no longer a practical option, we want to remind you that we provide a fast, easy, and secure way for you to make your payments online through our provider, ClickPay.

If you are not already paying online, we strongly encourage you to sign up with ClickPay in order to avoid any possible payment delays. To get started, follow the below steps:

- Visit KWPMC.com
- From the Resident Center, select Payment Portal
- On the Payment Portal, enter Association Name
- Click on Association Name
- Select Pay Online
- At the account login, if you have never logged into your account, there will be details on your initial username and password. Once you have logged in, you will be prompted to enter your email, phone number and a new password. Once updated, you will be able to set up **Automatic Payments** or click **Pay Now** to make one-time payments.

If you have any problems accessing your account, please contact the management office. Thank you in advance for your attention to this matter.

Sincerely,  
Management Office