

Celebrating Over 20 Years of Victory

PO Box 1200 | Stevensville | Maryland | 21666

P: 443-249-0172 F: 443-249-0011

www.victorymgt.com



December 1, 2011

Dear Owner:

As you know, Victory Management is constantly looking for new ways to improve the services that we provide to your community. With this in mind, we are **excited** to announce that effective January 1, 2012 we will be upgrading our software systems. Each community now has a customized and **secure** website that is fully integrated with Victory's software. This new user friendly system which may be accessed 24/7 will streamline all business activities for your association and allows owners to view their records directly. Some of the features include:

- Ability to view your account history & correspondence in real time
- Submit & monitor the progress of architectural change requests & work orders
- Make online payments or setup e-Check (*automatic withdrawal*)
- Access your association's resource library (*forms, minutes, rules, directories, budgets, etc.*)
- Update change of address & maintain your personal preferences with regard to association communications . . . **and so much more!**

Let's get started...

To activate your web account, please see the enclosed blue insert for detailed instructions!

To make a payment...

You can still remit payment by check using the enclosed coupon slips.... **or pay online!!!** With the new system you can conveniently make one time payments or set up reoccurring payments using your credit card or eCheck. Reference detailed online payment instructions on the enclosed blue insert.

Please note that your Association's remittance address has changed. If you have automatic payments set up through your bank, be sure to change the payee information accordingly.


E-Mail Correspondence...

After activating your web account, please be sure to view and update your profile, by clicking on the "My Profile" button on the left side of the page. Please select the option to receive email correspondence, saving your community the costs of copies and postage!!

We sincerely hope that you utilize and enjoy the new services and convenience that the webpage offers.

As always, please do not hesitate to contact our office should you have any questions or concerns.

Sincerely,


Victoria Burnett
President

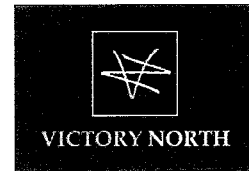


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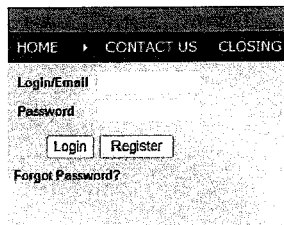
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WEB ACCOUNT INSTRUCTIONS

Get Registered ~To activate your web account, you will need your Account No, which can be located on the enclosed coupon slips. Please proceed to www.victorymgt.com and complete the following steps:

1. Click the "Our Communities" tab at the top of the page and select your community from the list
2. Enter your preferred email in the **Login/Email** box (*located on left hand side of the screen*)



3. Enter your preferred password in the **Password** box and click the "Register" button

4. Enter your information as requested and click the "Submit" button

5. If the information you provide matches our system records **exactly** you will have instant access to the community website

6. If the information provided varies even slightly from our system information, your registration will be reviewed and approved by your community manager. You will receive an email within 24 to 48 hours confirming your registration and access to the website. You will then be able to login using **your selected login and the temporary password provided**. Please note that the temporary password is case sensitive and must be typed not cut and pasted in from the confirmation email.

Setup Online Payments

To set up online payments by credit card or automatic bank withdrawal, please complete the steps detailed below. Please note that by setting up an eCheck, the amount you specify will be deducted from your bank account for which you provide information. You will need your bank routing number and your account number, which you should be able to locate on a check or deposit slip from your bank account.

1. Logon to your web account by entering your email in the **Login/Email** box and your password
2. Click on the "Pay Assessments" button on the left hand side of the screen
3. To make a **one time** online payment, complete the top portion of the page and click on the "Continue" button
4. To make a **recurring** payment, scroll to the lower part of the screen and click on the "New Recurring eCheck" button. Provide the information requested and click the "Continue" button

Please email info@victorymgt.com with any questions or concerns.