



Dear Homeowner,

**This is an important notification regarding a change in the processing of your homeowner association assessment payment.**

Beginning January 1, 2025, we will fully transition to Truist Bank for all banking services. Assessment payments will be processed through Truist Bank. You will receive a 2025 coupon book directly from the bank.

The following details are provided to assist you with making the appropriate updates to your current method of payment. ***Failure to update your payment method may result in delayed payment processing and/or returned payments.***

#### **Payment by Check**

Mail your assessment payment to the processing center below for prompt & accurate processing:

**Your Association Name  
c/o Sunstate Management  
P.O. Box 628207  
Orlando, FL 32862**

1. Include your payment coupon with your check to ensure your payment is accurately processed to your account. On the memo line note your NEW Account #. The new account number can be found in the new coupon book or on your website portal. **home.sunstatemanagement.com**
2. If you are paying for multiple properties, please send a **separate coupon and check** for each property to ensure payments are posted to the correct account.
3. Postdated checks will be processed the same day they are received.
4. Write "U.S. Funds" on the check drawn on a Canadian bank account.

#### **Your Bank's Bill Pay Service**

If you currently utilize your bank's Bill Payment Service, please do the following:

1. Delete the existing payment profile. Create a new profile using the address information above and the new bill payment account number listed on the payment coupon. This number is unique to each property address and is required to post bill payments via the lockbox processing center.
2. Ensure the check is made payable to your association and the memo portion includes the information outlined on your payment coupon. Please enter this into your bill pay profile as a memo.



**Truist ACH withdrawal: Free Service**

To enroll online, go to **Truist.com/payments** and click the “Pay Now” link. Enroll online through the 25th of the month to be effective for the next debit month. Payments are deducted on the third of the month.

If you are currently enrolled in ACH payments through your association’s previous bank, those will be cancelled on your behalf effective 12/31/2024.

**Pay Online Via Website Portal** (Preferred Payment Method)

Sunstate Management now offers additional payment methods for homeowners to pay their assessments. Please visit the portal **home.sunstatemanagement.com** for these payment options:

Vantaca Pay is quick, accurate, and posts within minutes to the account balance.

- One-Time eCheck
- One-Time ACH direct debit
- Recurring eCheck - Recurring direct debit withdrawal allowing owners to determine the date of the debit.
- Credit Card - All credit cards are accepted. Service fee applies and is charged at the time of payment.

Thank you for your prompt attention to this important change which will allow us to better serve your community needs. If you have any questions regarding the payment change, contact us by visiting the Submit a Request page on your portal, click on General Request, and choose the Billing Question option.