



January 29, 2021

Re: Change in Management –Willowbrook Condominium Association

Dear Owner:

We are excited to announce, effective March 1st, Rise Association Management Group will take over full management services for the Willowbrook Condominium Association from ACMI Management. RISE is a locally based management firm who specializes in condominium association management and we are looking forward to serving you and your Board of Directors as we work toward your community's long-term vision.

We have attached updated coupons booklets for the remainder of the 2021 calendar year. Any payments received by ACMI after February 28th will be forwarded to Rise's office. Please note you will need to update the mailing address as follows for all future payments including auto bill pay with your personal bank or mailed checks.

Address for Payments:

Willowbrook Condominium Association
c/o Rise Association Management Group
PO Box 270841
Flower Mound, TX 75027-0841

General Correspondence and Inquiries:

Rise Association Management Group
3200 Wilcrest Dr. Ste. 110
Houston, TX 77042
P: 713-936-9200 F: 713-348-9265
Email: support@riseamg.com

Homeowner Web Portal- Online Registration and Communications

Communications are incredibly important, and we want to make sure we're able to reach you. We would like to encourage you to create an account at www.RiseAMG.com by clicking "Registration" on the top right or by going directly to <https://rise.cincwebaxis.com/> and clicking "Register". This will enable you to "opt in" to future email distributions, e-statements, as well as to access important online features such as online payment options, account history, or accessing your community's documents. From your account, you can also submit new and view existing work orders for the Association.

To set up recurring payment through your account, please use the following instructions:

- 1.) Create a username and password by visiting www.RiseAMG.com and clicking "Registration" on the top right.
- 2.) Follow the prompts to register a new account and then you will receive an email to set your password.
- 3.) Once you have successfully logged in, click the words "pay assessments" on the top menu.
- 4.) Then select your method of payment:
 - a. One-Time Echeck
 - b. One-Time Credit Card
 - c. Recurring E-check
 - d. Recurring Credit Card
- 5.) You may also download the ACH form from the "documents" tab on the top toolbar.