

Dear Owner,

Thank you for being a valuable part of the community! Paying your assessments in-full and on-time, you help the Association maintain your community and protect your investment in your home.

The following payment options are available for your community assessments:

### **MAKING AN ONLINE PAYMENT**

#### ***To Make an Online Payment via [www.artemislifestyles.com](http://www.artemislifestyles.com)***

1. Visit [www.artemislifestyles.com](http://www.artemislifestyles.com)
2. Select the **Find Community/Resident Sign-In** or **Make a Payment** button
3. Search for your community and click on your community's name, and you'll be directed to your community's portal.

#### **If you have an account on our resident portal**

- **Login** with your **Username** and **Password**
- Hit the green **Make a Payment** button
- Follow the on-screen instructions to schedule one-time or recurring assessment payments via credit card, debit card or electronic check (processing fees apply)
- *If you have any questions or need assistance with the online payment process, please contact our Technology and Payment partner, Frontsteps: 720-739-3846 or [residentpayments@frontsteps.com](mailto:residentpayments@frontsteps.com)*

#### **If you need to create a Resident Portal account**

- Please contact the Artemis Customer Experience Team at 407-705-2190, email [customerservice@artemislifestyles.com](mailto:customerservice@artemislifestyles.com), or use our Live Chat feature on our website to speak with a team member. The Artemis Customer Experience Team is available Monday thru Friday, from 9 a.m. to 5 p.m.
- You will receive an email from our Technology and Payment partner, Frontsteps to register for your community's portal. In the email click the blue **Click Here To Join** button. If you do not see the email, please check your spam folder, or call the Artemis Customer Experience Team.

***Questions about the online payment process? Contact our Technology and Payment partner, Frontsteps. Online Payment Support is available Monday-Friday, 8 a.m. to 8 p.m. (Eastern): 720-739-3846 or [residentpayments@frontsteps.com](mailto:residentpayments@frontsteps.com)***

***Questions about your account? Contact the Customer Experience Team at Artemis Lifestyle Services, Monday-Friday, 9 a.m. to 5 p.m. (Eastern): 407-705-2190 or [customerservice@artemislifestyles.com](mailto:customerservice@artemislifestyles.com)***

***Scan the QR code to watch a video about our Frontsteps Resident Portal and App. This step-by-step video shows you how our online payment process works.***



### **MAILING PAYMENT**

- Make your **check or money order payable to your Association/Community**
- Write your **Account Number** in the memo section of your check or money order
- Mail the appropriate payment coupon and check or money order to:  
**Your Association/Community**  
**P.O. Box 620936**  
**Orlando FL 32862-0936**
- If you have any questions about your account, please contact the Artemis Lifestyle Services Customer Experience Team: 407-705-2190 [or customerservice@artemislifestyles.com](mailto:customerservice@artemislifestyles.com)

### **USING YOUR BANK'S ONLINE BILL-PAY SERVICE**

- When using your bank's online bill-pay service to remit your assessments, you will need your **Account Number**, which is on the enclosed payment coupons
- The correct mailing address is:  
**Your Association/Community**  
**P.O. Box 620936**  
**Orlando FL 32862-0936**
- If you have questions about using your bank's online bill-pay service, please contact your bank directly

If you scheduled a recurring assessment through the community portal or with your bank, and your assessment amount has changed, please log in to the portal or get in touch with your bank to update the recurring assessment amount.

Please remember to remit your assessment payments before the due dates to avoid late fees, collection costs and attorney's fees, in accordance with the Association's governing documents.

Thank you again for being a valued part of the community!

Sincerely,

On behalf of the Association's Board of Directors

Artemis Lifestyle Services

[www.artemislifestyles.com](http://www.artemislifestyles.com)

P.S. To read this letter in Spanish, please visit <https://artemislifestyles.com/assessment-letter/>

Postdata Para leer esto en español, visite <https://artemislifestyles.com/assessment-letter/>