

[Date]

[Tenant Business Name]

[Tenant Suite/Address]

[City, State, Zip Code]

Subject: Important Update Regarding Your Online Rent Payment Portal

Dear [Tenant Contact Name],

We are pleased to announce that [Property Management Company/Landlord Name] is upgrading our online payment system to provide you with a more efficient and secure way to manage your commercial lease payments.

What is changing?

Starting on [Launch Date], all rent payments, CAM charges, and utility billings must be processed through our new portal: **[Insert Website URL]**.

Action Required:

To ensure your next payment is processed on time, please complete the following steps by [Deadline Date]:

- Visit [Insert Website URL].
- Select "Create Account" and use your registered email: [Tenant Email].
- Link your preferred payment method (ACH/E-Check, Credit Card, or Wire Transfer).
- Review your current balance and upcoming charges.

Important Note for Auto-Pay Users:

If you currently have recurring payments scheduled in our old system, these **will not** transfer automatically. You must log in to the new portal to re-establish your automated payment schedule.

Benefits of the New Portal:

- Real-time access to ledger history and invoices.
- Simplified maintenance request tracking.
- Enhanced data encryption and security features.
- Mobile-friendly interface for payments on the go.

If you have any questions regarding your account setup or the transition process, please contact our accounting department at [Phone Number] or [Email Address].

Thank you for your continued tenancy.

Sincerely,

[Your Name/Signature]

[Title]

[Property Management Company/Landlord Name]