

## **URGENT: ACTION REQUIRED FOR RENT PAYMENT**

Date: [Insert Date]

Dear Resident(s),

This letter is to inform you that we are upgrading our online rent payment system to provide a better user experience. To ensure your next payment is processed on time, please review the following urgent information.

**System Transition Date:** [Insert Date]

### **What is changing?**

Our current payment portal, [Old Portal Name], will be deactivated on [Deactivation Date]. All future payments must be made through our new portal: **[Link to New Portal]**.

### **Actions Required:**

- **Cancel Recurring Payments:** If you have "Auto-Pay" set up on the old system, please log in and cancel it immediately to avoid duplicate charges.
- **Register Your New Account:** Visit [New Portal Link] and follow the instructions to set up your new profile using your email address on file.
- **Verify Payment Method:** You will need to re-enter your bank account or credit card information in the new system.

### **Important Note on Deadlines:**

Rent is still due by the [Insert Day] of the month. Please complete your registration before [Insert Date] to avoid any potential late fees during this transition.

If you have any questions or experience technical difficulties, please contact the management office at [Phone Number] or [Email Address].

Thank you for your prompt attention to this matter.

Sincerely,

[Management Name]

[Property Name]

[Contact Information]