



June 25, 2025

Resident Account Number: <<Account Number>>

[Resident Name]
[Resident Address]
[Resident Address]

Dear [Resident Name]

Resident Account Number: [Account Number]

Welcome to the FirstService Residential family! As the leading residential property management company across North America, we are excited to serve you and bring you the exceptional service and property management solutions we have been known for – for 30 years. Your community will transition to FirstService Residential on **July 1, 2025**.

My name is Jason Bennett, and I will be your Regional Director. I am also pleased to introduce Lindsay Williams as your new Community Association Manager. Should you need to reach us, please refer to our contact information included in this letter. As part of this transition, you have been assigned a **new 14-digit resident account number** (see above). Please keep a record of this account number as you'll need it when making payments and it will be very helpful if you need to call our 24-hour Customer Care Center.

We invite you to register for **FirstService Residential Connect™ Resident Portal** on **July 1, 2025**, a valuable tool that makes it very easy to stay connected to your community anytime and from anywhere. With just a few clicks, you can communicate with your property manager, board members and neighbors, access community forms and documents, view your assessment amounts, pay your assessment fees, and so much more. Your FirstService Residential Connect Resident Portal is just another way that FirstService Residential makes a difference, every day, in the communities we manage. Follow the steps below to register today!

How to Register for Your New Resident Portal:

Step 1. Visit <https://grandpanamabeachresort.connectresident.com/>

Step 2. Scroll down to **Resident Access** and select **Create Account**.

Step 3. You can register using your mobile phone number or email address.

Should you need assistance registering, please contact our Customer Care Center at **1.866-378-1099**, 24 hours a day, 7 days a week.

It's important to note that the FirstService Residential Connect Resident Portal will replace your current community site. **Prior to August 1st**, your balance may not reflect prepayments and/or balance dues. These transactions have been accounted for, and your balance will be adjusted after the transition has been completed.



Making payments is simple with Click Pay!

Pay your assessments online through ClickPay! Simply log into the Connect Resident Portal or visit www.fsresidential.com navigating to the **Resident** tab and selecting **"Make A Payment"**. Register for ClickPay today! Schedule payments online beginning with your next assessment on **July 1st, 2025**

- Set up recurring eCheck (ACH) at no cost through Click Pay
- Pay by one-time eCheck at no cost or credit or debit card for a nominal fee (charged by the merchant)

Alternatively, you can call **1.888.354.0135** (Option 1) to schedule your payments over the phone with a Click Pay Resident Support Specialist.

If you prefer to use your **personal bill payment service** through your bank, please update your payment instructions directly with the institution and update the information below:

Your new account number: Account Number

Grand Panama Beach Resort Condominium Association, Inc.

c/o FirstService Residential

P.O. Box 31086

Tampa, FL 33631-3086

If you have any questions, please speak to your community association manager or contact our Customer Care Center at **1.866.378.1099**. Specialists are available 24 hours a day, 7 days a week.

Again, welcome to the FirstService Residential family!

Sincerely,

Your Management Team

Jason Bennett

Jason.Bennett@fsresidential.com

Regional Director

Lindsay Williams

Lindsay.Williams@fsresidential.com

Community Association Manager