



January 11, 2026

## RE: New Payment System – ClickPay Registration

Dear Owners,

We would like to share an important update regarding the Association's upcoming transition to Cogent Bank and the new online payment provider, ClickPay, effective February 1, 2026.

Beginning on this date, the Association will be using Cogent Bank and a new online payment system called ClickPay. To continue making payments online or by automatic withdrawal, owners will need to register for the new ClickPay payment portal.

We understand that changes like this can be confusing, and please know that assistance will be available if you need help.

### How You Can Make Payments

Once registered with ClickPay, you may:

- Set up automatic monthly payments
- Make a one-time payment online
- Continue to mail your payment if you prefer

Payments may be made by:

- Bank account (checking or savings)
- Credit card or Debit card

*Please note that credit and debit card payments may incur a service fee.*

### How to Register for ClickPay

#### Option 1: Register through the Association Portal

1. Look for the Portal Invitation email and click the link provided.
2. Use your email address to create a password and log in.
3. Click the Pay Now button at the top of the page.
4. You will be taken to the ClickPay website. Click Register Here.
5. Follow the instructions to connect your unit using your address number and ZIP code.
6. You can enter your payment information under Accounts.
7. If you would like automatic payments, select Auto Pay and choose your payment method and payment date.



## Important Reminder

**All online payments must be scheduled for the 1<sup>st</sup> or 2<sup>nd</sup> of the month to make sure these are received on time and not considered late under Association guidelines.**

### Option 2: Register Directly with ClickPay

1. If you prefer, you may go directly to ClickPay by visiting <https://login.clickpay.com/desantis>.
2. Follow the on-screen instructions to complete your registration.

### Mailing Your Payment

Once registered with ClickPay, if you prefer to mail your payment, please send it to:

Willow Wood Village Homeowners Association, Inc.  
PO Box 30336  
Tampa, FL 33630

### Help Is Available

If you need assistance, ClickPay offers customer support:

- Website: [www.ClickPay.com/Help](http://www.ClickPay.com/Help)
- Email: [support@clickpay.com](mailto:support@clickpay.com)
- Phone: 1-800-5337901 (Option 1)

In addition, our office will be offering in-person assistance at the Willow Wood Village Cabana on the following date and time: Friday, 01/23/26, 3pm-5pm.

If you plan to attend, please bring your payment information (bank account and routing numbers, or credit/debit card details).

Thank you for your patience and cooperation. We are here to help make this transition as smooth as possible.

Sincerely,  
DESGNTIS COMMUNITY MANAGEMENT, LLC  
As Agent for the Association

A handwritten signature in black ink that reads 'DeSantis'.

Louis DeSantis, LCAM  
Property Manager

cc: Board of Directors