



May 23, 2016

Dear Homeowners,

It has been brought to our attention by several TAO renters and homeowners who have visited the area in the last 6-8 months that they have found charges on their credit card statements that were not incurred by them. Many of these charges were incurred from businesses in the Tulum area.

As a result of these calls, and given our promise to keep our Homeowners updated at all times about issues that might affect them, we wanted to advise you of this matter and to take the necessary steps to review your credit card statements and report to your bank any activity you deem suspicious.

As a precautionary measure TAO has implemented several updated security measures. Some of these were communicated in our previous messages, however to reiterate:

1. Now all credit card payments will be made online via the HOA secure and encrypted portal. (www.hoatao.com) If you want to pay with your credit card in person please visit the TAO offices to make direct payment via our accounting Staff.
2. In the coming months (JUNE and JULY) you will receive a notification from *our new Homeowners Association Management System "CASANDRA"*. This notification will request you to accept emails and notification from Casandra. Please accept this request in order to begin accessing to the new secure and encrypted Homeowner's Portal.
3. As a reminder, the TAO HOA will no longer accept cash payments. *If you would like to pay in cash, please visit the TAO offices to make direct payment via our Accounting Staff.*
4. Our existing database is being deleted and no credit card information will be held for ongoing payments to ensure that information is never compromised. ***This includes all Homeowners who have billing arrangements in place.***

Again, we are advising you of this matter as it has been brought to our attention in recent days. We have taken steps to report this to the local authorities and the businesses that are involved in the charges, however *we do suggest that you review your credit card statements as a safeguard and report any suspicious activity immediately.*

Sincerely,

Ricardo Maya

Homeowners Association Director