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TO: All Residents of Our Managed Properties
RE: Payment Portal Update

We have been notified that Chase will no longer be offering their Digital Rent Pay platform which was provided by Paymentus. This change is scheduled to be effective March 1, 2025. The good news is that Metro Management's original payment portal will now be updated to include the option to pay with credit cards or debit cards as well as the standard bank account options.

As always, you can continue to pay using traditional methods which do not require access to the online portal such as ACH (by signing a one-time authorization form), automated monthly payments from your bank or by mailing your check to our J.P. Morgan Chase Lockbox.

Beginning 3/1/25, access to the Paymentus site will not be available. You may delete any data you previously entered on the Paymentus Payment Portal, however, they will do the same in the near future. All online payments for your property must be created through the Metro Management Online Resident Portal (OLRP) website: <https://mytekportal.com/metr/#/login>. This website can also easily be reached from our homepage's 'Make a Payment' button.

If you were previously enrolled in our Online Resident Portal, your login credentials are active and payment processing will again be available as of 3/1/25. On that date, please login and review your bank account details to ensure they are updated and correct BEFORE making a payment. If you had never registered with our Online Resident Portal you can do so by clicking the 'Register' button. It is important to note that any prior Auto Payments/instructions from the Paymentus website will no longer be in effect after February 28, 2025.

For further information, please contact our Accounts Receivables Department at (718) 593-8929 or customerservice@metromanagementdev.com.

Thank you.