



January 2, 2019

North Carolina Quadel will be transitioning to a new vendor, EPS Inc. (“EPS”), to process your monthly HAP voucher submissions and Special Claims beginning on February 1, 2019. We are working closely with EPS and our current vendor, ICAP, to ensure a smooth and seamless transition with no disruption to our normal processing.

**Please be aware that you will not need to make any changes when submitting tenant and voucher information. ICAP and EPS have coordinated to ensure that your voucher and tenant data will automatically flow through to EPS for the March 2019 voucher and future vouchers. We will also be transferring your banking information, so your payments will continue to be deposited to the account currently on file.**

EPS has been reviewing Owner’s monthly HAP vouchers for the PBCA program since the program began in 2000 and their team has extensive experience. EPS previously reviewed vouchers for the Georgia PBCA, assists Owners and Agents with their submissions, provides TRACS training sessions and serves as a TRACS service bureau. I am confident you will continue to have your HAP vouchers and Special Claims processed timely and accurately, with excellent customer support, just as you have in the past.

**You will need to direct your Special Claims to the new email address provided below for anything submitted after January 18, 2019.**

Please email Special Claims to: [special.claims@TRACSExperts.com](mailto:special.claims@TRACSExperts.com)

**You will need to direct your voucher supporting documentation (Repayment Agreements, approved Rent Schedules, etc.) to the new email address provided below for anything submitted after January 24, 2019.**

Please email voucher supporting information to: [vouchers@TRACSExperts.com](mailto:vouchers@TRACSExperts.com)

You should continue to contact the ICAP Team with any questions or concerns until the January 24, 2019 cutover date.

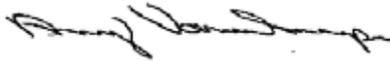
Towards the end of January, the EPS Data Analyst who will be processing your March 2019 voucher will contact you with her or his name, email address and phone number. The email subject will be “**Your contact at EPS**” and the email will be from your Data Analyst’s name

@TRACSExperts.com. EPS will also be electronically sending a detailed Transition Guide that explains the full review and correction process.

The EPS website (URL is [www.TRACSExperts.com](http://www.TRACSExperts.com)) provides useful information including details about the pending TRACS update to Version 203A. EPS will notify you if HUD confirms the implementation of 203A that is currently scheduled to begin February 1, 2019.

On a separate note, HUD recently notified PBCA's across the country of an attempted security breach. An owner/agent was the target of a malicious phishing attempt. Someone called the owner/agent, portraying themselves as HUD staff, and requested bank account and routing numbers, HUD User IDs, voucher amounts and other contract specific information. HUD staff will never request this type of information over the phone. Please notify your HUD Account Executive if you experience a similar attempt and continue to be diligent in protecting all sensitive data.

Regards,



Amy Vorenkamp  
Managing Director, North Carolina Quadel

cc: Susan Westbrook, Manager of Rental Assets, North Carolina Housing Finance Agency