

# MONTHLY AUTOPAY SYSTEM QUESTIONS AND ANSWERS

**Q.** Why are we changing our method of collection?

**A.** This system is more efficient for the company and ensures that it receives regular payments for classes AND we believe it is more convenient for our customers, as well.

**Q.** Can a customer sign up online for autopay?

**A.** Yes. Our online Gateway allows for a secure entering of the customer's credit card.

**Q.** What if the customer card is declined or expired?

**A.** A customer can update their card at any time online OR call in and give the office the updated information. The student will be removed from the class for the following month and an administration fee may be applied.

**Q.** When will the charge post to the credit cards?

**A.** AUTOPAY charges will be posted to accounts the **last business day of each month.**

**Q.** Can a customer continue paying with cash or checks?

**A.** **We MUST have a card on file**, but if customers feel strongly that they do not want their card charged on the last business day of the month, they have the option of paying with cash or check *BEFORE the last business day of the month.* The card WILL BE CHARGED if payment is not received.

**Q.** Will the amount be the same the entire year?

**A.** Rates begin in June and continue through May. One time a year a monthly charge will include the *annual registration fee* which is added on the anniversary of the customer's sign up month.

**Q.** Will the customer know how much is being charged to their account?

**A.** Yes, one week prior to AUTOPAY our bookkeepers will send an email reminder.

**Q.** How does the customer let us know if they are not continuing in a class?

**A.** Customers *are required to notify us in writing* **by the 15<sup>th</sup> of the previous month** if they will not be continuing. This ensures that we are able to offer another student a place in class.

**Q.** What if a mistake is made to the customer's account? Will a refund be given on the card?

**A.** Yes, a bookkeeper has the ability to correct charges. Since our records have a secure (encrypted) number only, the bookkeeper will need to call the customer for the full card number in order to make a change or refund. It will show up on the account within 5 business days.