



**vetbilling**  
it's about time

## About Your Payment Plan



### FEES

A one time, non-refundable fee is required to open a payment plan account. A \$3 processing fee is added to each recurring payment. VetBilling does not charge any additional interest.



### HOW DO I PAY?

All payments are automatically drafted from the account of your choice: checking, savings, or credit/debit card. Payments are withdrawn on the debit date you select upon enrollment.



### MISSED PAYMENTS

Returned or declined payments incur late and return fees. VetBilling® will reprocess failed payments and attempt all methods of payment you specified in your payment plan agreement. Penalty fee amounts are noted in your payment plan contract.

888-423-6906 | [customersupport@vetbilling.com](mailto:customersupport@vetbilling.com)  
Business hours Monday -Friday 9am-6pm Eastern



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## HOW WE CONTACT YOU

If we can't successfully reprocess a late payment, our payment support team will contact you by email, phone, text, or postal mail, as specified in your payment agreement. **If you're having problems with payment, please get in touch - we want to help!**



## ACCESS YOUR ACCOUNT

Visit our website at **VetBilling.com**, click on **"Sign in" at the top and select "pet parent login."** Use the email address you provided on your contract to log in the first time. You will be prompted to create an account on our payment portal, **EBCSPay.com**. Once your account is created you can log in to view your payment history and account balance, or make a missed payment.



## WE'D LOVE TO CONNECT!

Visit **VetBilling.com** and go to **"Success Stories."** Click **"Share Your Story"** (or scan the QR code below) to tell us about your pet's case and how VetBilling® helped. You can even upload your pet's photos so we can feature them on our social media & website! We love hearing your stories, it's why we do what we do! Use **#vetbilling** to tag us on social media.



*scan to share your story*



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**[customersupport@vetbilling.com](mailto:customersupport@vetbilling.com)**

