

Why your vet partnered with VetBilling

Your veterinarian understands that at times, it can be difficult to pay in full when unexpected veterinary costs arise.

By partnering with **VetBilling**, your veterinarian is able to offer you the convenience and flexibility of paying over time through automatic withdrawals, making it easier to absorb those unexpected expenses.

Your vet understands the special relationship you have with your pet, and so does the team at **VetBilling**. Our goal is to do everything we can to support you and keep you on track with your payments.

You can help us do that by monitoring your account to make sure that funds are always available prior to each recurring automatic payment.

If at any time you have questions or concerns about your payment, don't hesitate to contact us. We're here to help!



Questions about your payment plan? Contact us!

Phone toll-free 888-423-6906

Baltimore Area 410-252-9206

E-mail customersupport@vetbilling.com

Web www.vetbilling.com

Office Hours 9:00am - 5:30pm Eastern
Monday - Friday

Our payment plans leave NO pets behind!™



VetBilling.com | Powered by EBCS | Since 1986

About Your Veterinary Payment Plan



All About Your Payment Plan

VetBilling is pleased to have the opportunity to help you with your pet's veterinary care. Please keep this brochure as a reference in case you have questions about your payment plan.

Payment plan costs

To open each payment plan account there is a non-refundable processing fee and a convenience fee is added to each recurring payment. There are no interest charges. Payments are automatically drafted from your checking, savings or credit/debit* card account. These payments will occur on the debit date you selected when you enrolled and will continue until your balance has been paid in full.

What if a payment is missed?

If your automatic payment returns or is declined for any reason, VetBilling will attempt to reprocess your payment plus any late and/or return fees (outlined in the payment plan agreement) that you may have incurred. We will continue to try all methods of payment you supplied until your account is up to date.

Every missed payment will incur return and/or late fees to cover the costs of our collection efforts and bank fees. If we are unable to successfully receive your payment you have agreed to be contacted by e-mail, USPS, text messages and phone calls by our automated system and/or our customer service representatives using all the phone numbers you provided. We report delinquent accounts to the credit bureaus.

**some veterinarians do not accept credit/debit card payment plans*

Can I pay my balance off early?

YES. Contact VetBilling at 888-423-6906 to talk with one of our customer service representatives. They will be able to take your payment over the phone.

What if I need to change my payment plan?

Any changes to the structure of the payment plan must be made through the practice. VetBilling does not change the terms of a payment plan. However, you can contact VetBilling or use our on-line portal at VetBilling.com for any bank or personal changes.

24/7 access to your account

Your account and payment information are available by activating your account on the VetBilling.com web site. Click on "Pet Owner Login" to access the "My Account" screen then click "Activate New Account". An e-mail address is required. Once you are in your account you can:

- view and print your payment history
- update your personal information
- update your bank billing information



Share your pet's story & pics with us!

Ways to Connect



[VetBilling.com website](http://VetBilling.com)

Go to "Success Stories" tab, click on "Share Your Story"



Facebook.com/VetBilling

Leave us a rating and a review

BBB of Greater Maryland
Torch Awards
for Ethics™
2019 Winner

Cover photo taken by Valerie Bruder Scout, Vetbilling's office Otterhound.