

Why your veterinarian partnered with VetBilling®

Your veterinarian understands that veterinary care can sometimes be costly and it's not always easy to pay in full up front. By partnering with VetBilling® your vet offers you the convenience and flexibility of paying over time through automatic drafts, which is easier on your budget and allows you to get the care your pet needs in a timely manner.

Other budget-friendly options from VetBilling® available through your veterinarian

Pay-in-Advance Plans allow you to schedule non-emergency procedures (dentals, spay/neuter) 3 to 6 months in the future, while you start making monthly payments today.

Pet Savings Accounts let you set aside funds in a protected account that's ready and waiting when you need to pay for future veterinary services or products like prescription food, medications and preventatives.

Ask your veterinarian about these helpful helpful cost management plans available exclusively through VetBilling®.



About VetBilling®

VetBilling.com is a division of Electronic Billing & Customer Support (EBCS), a family-owned business in Baltimore, Maryland. Since 1986, EBCS has specialized in electronic payment management. Our payment processing protocols are PCI-compliant and we adhere to strict data security standards to ensure the protection of your confidential personal and financial information. We have an **A+ rating with the Better Business Bureau of Greater Maryland** and in 2019 we were honored with the **BBB's Torch Award for Ethics**, which pays tribute to businesses that demonstrate high standards of honesty and integrity. Learn more at <https://www.vetbilling.com>



VetBilling's "Office Hounds:" Scout the Otterhound (L) and Finch the Miniature Schnauzer (R)

How to Contact Us

Toll-free: 888-423-6906

E-mail: customersupport@vetbilling.com

Website: <https://www.vetbilling.com>

Hours: M - F 9 am - 6 pm Eastern

About Your Veterinary PAYMENT PLAN

with VetBilling®



VetBilling.com
POWERED BY EBCS

All About Your Payment Plan

VetBilling® is pleased to help you manage the cost of your pet's veterinary care. Keep this brochure as a reference.

Payment Plan Fees

A **one time, non-refundable enrollment fee** is required to open a payment plan account. No interest is charged by VetBilling®, but a nominal **flat processing fee is added to each recurring payment**. Payments are automatically drafted from your checking, savings, or credit/debit card account (depending on which account you selected at time of enrollment.) Payments occur on the debit date you selected and continue until your balance has been paid in full.

What happens if I miss a payment?

If your automatic payment returns or declines **VetBilling® will attempt to reprocess your payment plus any late and/or return fees that you have incurred**. Fees are noted in your payment plan agreement, and cover bank charges levied on returned payments and the cost of our collection efforts. We will try all methods of payment you specified in your agreement, until your account is up to date.

If we are unable to successfully process your payment, you have agreed to be contacted by a member of our payment support team by e-mail, postal mail, text messages and phone calls, as well as calls made through our automated system. We will use all phone numbers provided in your payment plan agreement. All payments are reported to the credit bureaus. Please reach out to us if you encounter financial hardship. We will work collaboratively with you and your veterinary hospital to find a solution.

Can I pay my balance off early?

Yes! Contact VetBilling® at 888-423-6906 to talk with one of our payment support specialists, who will be happy to take your payment over the phone.

What if I need to make changes to my payment plan?

If you need to change the terms of your payment plan (amount or number of payments) please contact your veterinary hospital. VetBilling® is not authorized to change the structure of your agreement. If you need to update your personal, bank account, or credit card information, please contact us by phone at 888-423-6906.

To maintain account security we cannot answer questions about your account via e-mail or webchat so please call us.

24/7 access to your VetBilling account

You can access your account information through our website at VetBilling.com. Click on "Pet Owner Login" to access your account. **You must use the e-mail address you gave to your veterinary hospital when you enrolled in your payment plan.**



Share Your Story & Photos with VetBilling®

Pets that have been helped by a VetBilling payment plan are regularly featured on our social media channels and website. Visit VetBilling.com to upload your pet's photo and complete a form describing your story (instructions below.)

Connect with Us



VetBilling.com website
Go to "Success Stories" tab, then click "Share Your Story" to enter details about your case & upload your pet's photo.



Facebook.com/VetBilling
Leave us a rating and a review!



Instagram: @vetbilling
Tag us in your pet pics! Use the hashtag #ifnotforvetbilling



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