

Date: _____
Full Name: _____
Address: _____
City, State, ZIP Code: _____ Phone
Number: _____ Email Address: _____

Subject: Permission to Store Credit Card Information, Late Payments, and Collections Policy

We hope this letter finds you and your beloved equine(s) in good health. At Fen Vet Equine Reproduction, we are committed to providing the best possible care for equines, and we appreciate your trust in us. To ensure smooth processing of payments and to maintain the quality of our services, we kindly request your cooperation regarding our billing and payment policies.

1. Permission to Store Credit Card Information:

In order to facilitate seamless and efficient transactions, we request your permission to securely store your credit card information on file. This information will be stored in compliance with the highest industry standards for data security. Your credit card details will only be used for the purpose of processing payments for services provided to your equine(s) at Fen Vet Equine Reproduction.

Please provide the following credit card information for our records:

Credit Card Type: _____
Credit Card Number: _____
Expiration Date: _____
CVV Code: _____
Cardholder Name: _____
Billing Address: _____

2. Payment Policy: To better serve you and ensure clarity in our billing practices, we have established the following payment terms:

- Payment will be collected at the **end of the month**, when your horse is **discharged**, or when your account reaches **\$5,000**, whichever comes first.
- Accounts will not be permitted to exceed \$5,000. We reserve the right to discontinue any additional treatment until the account is paid in full and brought current.

3. Late Payments and Collections Policy: We kindly request all payments to be made as per the date stated on the invoice. Payments not received by the due date are subject to a late payment interest rate of **2% per month** (24% annually) on the outstanding balance. This interest will be calculated from the due date until the payment is fully received.

Delinquent Accounts: Delinquent accounts may be referred to a third-party collections agency. In such cases, you, as the account holder, will be responsible for all collections fees incurred by Fen Vet Equine Reproduction in the process of recovering the outstanding balance. We assure you that this step will be taken only after all reasonable attempts to resolve the matter directly with you have been exhausted.

By providing your credit card information, you acknowledge and agree to the terms and conditions outlined in this letter. Your cooperation in adhering to our payment policies is greatly appreciated and ensures the continued provision of high-quality veterinary care to your equine(s).

If you have any questions or concerns regarding this policy, please do not hesitate to contact our billing department at **403-917-0443** or **Repro@fenvet.com**.

Thank you for choosing Fen Vet Equine Reproduction. We look forward to continuing to serve you and your equine partners with exceptional care.

Sincerely,

Fen Vet Equine Reproduction Team

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