



IMPORTANT Billing Updates: Please Read

1 message

Life Skills Advocate LLC <admin@lifeskillsadvocate.com>

Fri, Jan 20, 2023 at 5:00 PM

Hello,

I hope this email finds you well!

In order to make sure you continue to get the best experience while we grow, I've been working hard behind the scenes with the team to allow us to help even more people without compromising on delivering the best coaching possible. With this work, we have reviewed and updated some of our policies and processes.

These updates will mean that we can serve you even better, while giving opportunities to more people to access our services.

Next week, I'll be sending some more details about this transition and your coach will chat with you about everything too. The new policies will not take effect until later next month, but I wanted to give you ample time to be informed and prepared for when they do.

As always, your coach and I are here to work with you to figure out how best to support you through this transition.

The most important update I want to make you aware of today is that we're moving from monthly billing to day of service.

Up until now, the billing has been done manually. With the growth, it was taking more of our time away from what really matters: supporting the team to provide you with an excellent experience and coaching service. Part of this transition includes moving to a new billing system; next week's communication will have more information and details about what that looks like for you.

In order to fully transition to our new billing system, there will be a few dates in February you'll be billed to catch up on your previous sessions

- On **February 10th you'll be billed for all of your January sessions** (From Jan 1st - Jan 31st)
- On **February 24th you'll be billed for all of your February sessions** that have already happened (From Feb 1st to Feb 24th)
- On **February 25th**, our billing system will be up and running and **you'll be billed day of session** for each completed session

As with any new update, there might be a hiccup or two but we're working hard to avoid that as much as possible. If you have any concerns or feedback for us about this new process, I would love to hear from you.

If the payment schedule listed above causes any problems, please contact me and we will work together to set up a payment plan that works for you.

Thank you for being a valued customer,

Chris Hanson
Founder - Life Skills Advocate