



## Allegheny Equine

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Dear Allegheny Equine Client,

On behalf of the Allegheny Equine staff and veterinarians, I would like to thank you for your continued business and support. We truly enjoy working with you and will do our best to continue to meet you and your horse's needs while keeping our fees competitive. In an effort to do so, we are instituting changes in our billing practices. This will take effect August 1<sup>st</sup>, 2015.

We will continue to accept payment at time of service. This can be in the form of cash, check, or credit card. If you would like to be invoiced monthly you must set up a billing account.

You can set up your billing account online through the "Manage Your Account" link on our website [www.alleghenyequine.net](http://www.alleghenyequine.net) or by calling our office at 724-325-4615. You have two options for your billing account:

1. You choose to have us automatically charge your credit card after we generate your monthly invoice. A statement will be sent to you via mail or email confirming the services provided and your payment.
2. You choose to receive a monthly invoice via mail or email. This must be paid before the 25<sup>th</sup> of the month the invoice was received. You will be required to enter your payment card information with this option, however, the payment card will not be charged if your payment is received by the 25<sup>th</sup>.

If you currently have a past due balance that you cannot pay by August 1<sup>st</sup>, or if circumstances arise during a month and you cannot pay your bill by the 25<sup>th</sup>, we offer a payment plan. The payment plan is four equal, monthly payments, secured by your credit card and approved by your veterinarian.

All account information will be securely saved by Chase bank, with full PCI security compliance.

Thank you for entrusting us with your horse's care. We look forward to working with you for years to come.

James Zeliff DVM