

Billing and Payment Communications:

**Let your clients
know you offer
flexible financing**

 **CareCredit**[®]
a Synchrony solution



Budget-friendly financing can make payment easier for your clients and you.

When clients have a way to pay over time for their pet's care it can make a real impact, helping to speed up cash flow, reduce A/R and build stronger relationships. This guide shows how to easily integrate the CareCredit credit card into your payment process so every client knows there's a flexible and budget-friendly way to pay.

Veterinary costs can be a concern for many clients, especially if unexpected. In fact, 83% of veterinary providers say the reason they enrolled in CareCredit is to offer a way for clients to afford care.¹

¹CareCredit Provider Satisfaction, conducted by Chadwick Martin Bailey on behalf of CareCredit, June 2021



How to use this guide:

With CareCredit, you can provide clients with an easy way to fit their pet's care into their monthly budget. And we make it easy to let clients know you offer a budget-friendly way to pay for all the care their pets need, at every stage of life.

We've provided helpful messaging options (with variations in length, calls to action and more) for the following uses:

- Billing Statement messages
- Billing Insert
- Billing Page on your website
- Text messages
- Emails

*All designed to make it easy for you
and your team to get started!*



Include in Billing Statement:

QR CODE Option A / Full message

Providing a QR code allows clients to quickly access flexible financing with CareCredit directly from their billing statement. We've provided messages of varying lengths in the following pages so you can choose the one that works best depending on the space available on your statement.

Simply copy and paste the text below:


The CareCredit health and pet care credit card offers a convenient way for you to pay and take advantage of flexible financing.* See if you prequalify without impacting your credit bureau score, apply and, if approved, you can use your account today and pay over time. Plus, you can use it again and again for all of your pet's veterinary care.

Scan the QR code to apply and/or pay with CareCredit.

<QR CODE>

*Subject to credit approval.

CareCredit is highly regulated in how we communicate our promotional financing. The content provided is approved by our legal and compliance teams. Should you desire to make any modifications, please review with your communications contact for final approval prior to use or distribution to ensure you remain compliant.



ABC VET PRACTICE


Statement Date
Patient Name
Account Number
Responsible Person
Payment Due Date

How To Contact Us:
Call Toll Free: (833) 210-7950
Hours of Operation:
Monday through Friday: 9:00 am to 6:00 pm EST


Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim

The CareCredit health and pet care credit card offers a convenient way for you to pay with and take advantage of flexible financing.* See if you prequalify without impacting your credit bureau score, apply and, if approved, you can use your account today and pay over time. Plus, you can use it again and again for all of your pet's veterinary care.

Scan the QR code to apply and/or pay with CareCredit.




*Subject to credit approval.



ABC VET PRACTICE

JOHN A SAMPLE
APT 123
123 SAMPLE RD
ANYTOWN US 99999-9999



##06572

What you owe
\$2,166
Payment Due 08/28/2021

Responsible Person
Account Number
Amount Due By
08/28/2021
Amount Included \$

Please mail check(s) and o to this address only:
ABC VET PRACTICE
P.O. Box 785146
Philadelphia PA 19178



Include in Billing Statement:

QR CODE Option B / Short message

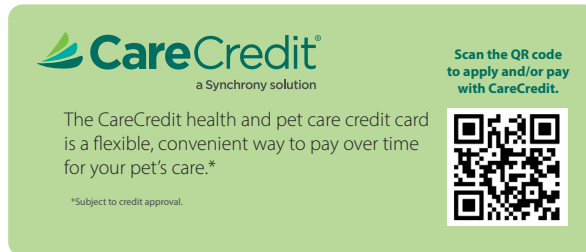
Providing a QR code allows your clients to quickly learn more, apply or pay directly from their billing statement. We've provided messages of varying lengths and calls to action that you may choose from depending on the space available on your statement.

Simply copy and paste the text below:

The CareCredit health and pet care credit card is a flexible, convenient way to pay over time for your pet's care.*

Scan the QR code to apply and/or pay with CareCredit.
<QR CODE>

*Subject to credit approval.

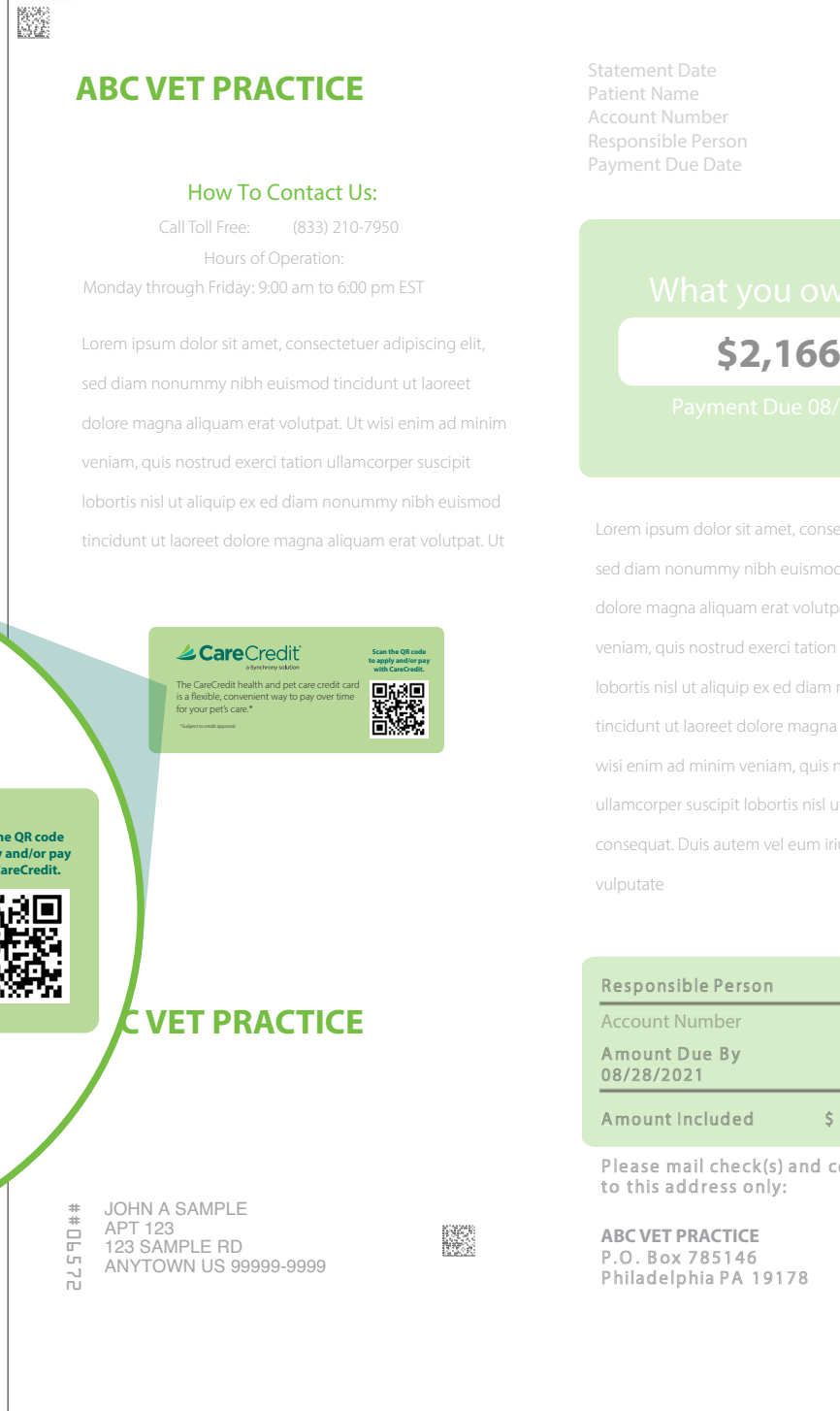


CareCredit[®]
a Synchrony solution

The CareCredit health and pet care credit card is a flexible, convenient way to pay over time for your pet's care.*

*Subject to credit approval.

Scan the QR code to apply and/or pay with CareCredit.



Statement Date
Patient Name
Account Number
Responsible Person
Payment Due Date

ABC VET PRACTICE

How To Contact Us:
Call Toll Free: (833) 210-7950
Hours of Operation:
Monday through Friday: 9:00 am to 6:00 pm EST

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut

What you owe
\$2,166
Payment Due 08/28/2021

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.

Responsible Person
Account Number
Amount Due By
08/28/2021
Amount Included \$

Please mail check(s) and copy to this address only:

ABC VET PRACTICE
P.O. Box 785146
Philadelphia PA 19178

JOHN A SAMPLE
APT 123
123 SAMPLE RD
ANYTOWN US 99999-9999

##05572

CareCredit is highly regulated in how we communicate our promotional financing. The content provided is approved by our legal and compliance teams. Should you desire to make any modifications, please review with your communications contact for final approval prior to use or distribution to ensure you remain compliant.



Include in Billing Statement:

CUSTOM LINK Option A / Full message

Your personalized custom link is another option you can provide. By clicking on the link, your clients will be taken to a digital financing experience where they can learn more, see if they prequalify (no impact to their credit bureau score), apply and pay.*

Simply copy and paste the text below:

We proudly accept the CareCredit health and pet care credit card to help you finance all your pet's veterinary care, from routine checkups to emergency surgery and more. CareCredit offers you a flexible, budget-friendly payment solution for services your pet needs immediately and for ongoing care to keep your pet healthy.

Visit **<custom link>** to apply or pay!

*Subject to credit approval.

CareCredit is highly regulated in how we communicate our promotional financing. The content provided is approved by our legal and compliance teams. Should you desire to make any modifications, please review with your communications contact for final approval prior to use or distribution to ensure you remain compliant.

The image shows a sample billing statement for ABC VET PRACTICE. It includes a QR code in the top left corner. The header section contains the practice name, contact information (Call Toll Free: (833) 210-7950, Hours of Operation: Monday through Friday: 9:00 am to 6:00 pm EST), and a paragraph of placeholder text. The CareCredit logo is prominently displayed, followed by a message: "We proudly accept the CareCredit health and pet care credit card to help you finance all your pet's veterinary care, from routine checkups to emergency surgery and more. CareCredit offers you a flexible, budget-friendly payment solution for services your pet needs immediately and for ongoing care to keep your pet healthy." Below this is a call to action: "Visit <custom link> to apply or pay!" and a note: "*Subject to credit approval." The bottom section repeats the practice name and provides the patient's name and address: "JOHN A SAMPLE, APT 123, 123 SAMPLE RD, ANYTOWN US 99999-9999". A second QR code is located in the bottom right corner.

Statement Date
Patient Name
Account Number
Responsible Person
Payment Due Date

ABC VET PRACTICE

How To Contact Us:
Call Toll Free: (833) 210-7950
Hours of Operation:
Monday through Friday: 9:00 am to 6:00 pm EST

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit

CareCredit
a synchrony solution

We proudly accept the CareCredit health and pet care credit card to help you finance all your pet's veterinary care, from routine checkups to emergency surgery and more. CareCredit offers you a flexible, budget-friendly payment solution for services your pet needs immediately and for ongoing care to keep your pet healthy.

Visit <custom link> to apply or pay!

*Subject to credit approval.

ABC VET PRACTICE

##06572 JOHN A SAMPLE
APT 123
123 SAMPLE RD
ANYTOWN US 99999-9999

Please mail check(s) and copy to this address only:

ABC VET PRACTICE
P.O. Box 785146
Philadelphia PA 19178

What you owe
\$2,166
Payment Due 08/28/2021

Responsible Person
Account Number
Amount Due By
08/28/2021
Amount Included \$



Include in Billing Statement:

CUSTOM LINK Option B / Short message

Your personalized custom link is another option you can provide. By clicking on the link, your clients will be taken to a digital financing experience where they can learn more, see if they prequalify (no impact to their credit bureau score), apply and pay.

Simply copy and paste the text below:


The CareCredit health and pet care credit card is a flexible, convenient way to pay for your pet's care.*

Visit **<custom link>** to apply or pay!

*Subject to credit approval.





CareCredit is highly regulated in how we communicate our promotional financing. The content provided is approved by our legal and compliance teams. Should you desire to make any modifications, please review with your communications contact for final approval prior to use or distribution to ensure you remain compliant.



ABC VET PRACTICE

How To Contact Us:
 Call Toll Free: (833) 210-7950
 Hours of Operation:
 Monday through Friday: 9:00 am to 6:00 pm EST

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut


The CareCredit health and pet care credit card is a flexible, convenient way to pay for your pet's care.*

Visit <custom link> to apply!
*Subject to credit approval.

ABC VET PRACTICE

##06572

JOHN A SAMPLE
 APT 123
 123 SAMPLE RD
 ANYTOWN US 99999-9999



Statement Date
 Patient Name
 Account Number
 Responsible Person
 Payment Due Date

What you owe

\$2,166.

Payment Due 08/28/2021

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.

Responsible Person	
Account Number	
Amount Due By	08/28/2021
Amount Included	\$ 2,166.00

Please mail check(s) and copy of this statement to this address only:

ABC VET PRACTICE
 P.O. Box 785146
 Philadelphia PA 19178



Add to Billing Statement:

Remittance

If you accept CareCredit at your practice, you can also include this message on your billing statement.

Simply copy and paste the text below:

Pay at carecredit.com/ABCVet



CareCredit is highly regulated in how we communicate our promotional financing. The content provided is approved by our legal and compliance teams. Should you desire to make any modifications, please review with your communications contact for final approval prior to use or distribution to ensure you remain compliant.

001939 L2TS16GR
LISA DOE
123 EASY ST
MANCHESTER, KY 40962-5281

Account Summary

Patient Account #: 1234567

Statement Date	07/31/2022
Total Patient Balance	\$101.36
Payment Plan Amount Due	\$0.00
Amount Due Not On Payment Plan	\$101.36
Total Amount Due	\$101.36

Payment Due Date Upon Receipt

*Subject to credit approval. See carecredit.com for details.



Please detach and return bottom portion with your payment.



123 Road St. City, ST 12345

Pay Online
abcvet.com/payonline

Account Number [REDACTED] Patient Name [REDACTED]

Card Number [REDACTED]

Exp. Date [REDACTED] / [REDACTED] Signature* X
**Credit card can not be processed without signature*

MasterCard
 VISA
 American Express
 DISCOVER

Pay at carecredit.com/ABCVet

If paying by check
Please make check payable to **ABC Vet Practice**
Include your Hospital Service and/or Physician Service
account # on your check.

Amount Due Up
\$101.36

Payment Methods

Pay online
abcvetpr.com
Your Account

Pay by phone
800-XXX-XXXX

Important Messages

From above date, payment has not been received per the scheduled payment plan agreement. Please accept our thanks. If payment is not received, please contact our business office immediately.

Any financial activity from your statement will be reflected on your next statement. If you have an itemized bill, please contact Customer Service.

For questions or to inquire about financing, call 800-XXX-XXXX or go to abcvetpractice.com.

ABC Vet Practice also accepts CareCredit for wellness and personal care credit card financing for qualifying purchases. *Subject to credit approval. See carecredit.com/abcvetpractice and carecredit.com for details.

Contact Us

800-XXX-XXXX

Hours of operation:
Monday - Thursday 8 a.m. to 5 p.m. EST
Friday 8 a.m. to 2 p.m. EST

ABC Vet Practice
123 Road St., City, State



Include CareCredit Billing Insert

We recommend including a billing insert with every printed billing statement as a reminder that you accept the CareCredit health and pet care credit card as a financing option.

Simply copy and paste the text below:

Pay over time for veterinary costs*

[ABC Vet Practice] accepts the CareCredit health and pet care credit card as a convenient way for you to pay and take advantage of flexible financing.* See if you prequalify without impacting your credit bureau score, quickly apply, get an instant credit decision, and pay right away.

*Subject to credit approval.

CareCredit is highly regulated in how we communicate our promotional financing. The content provided is approved by our legal and compliance teams. Should you desire to make any modifications, please review with your communications contact for final approval prior to use or distribution to ensure you remain compliant.



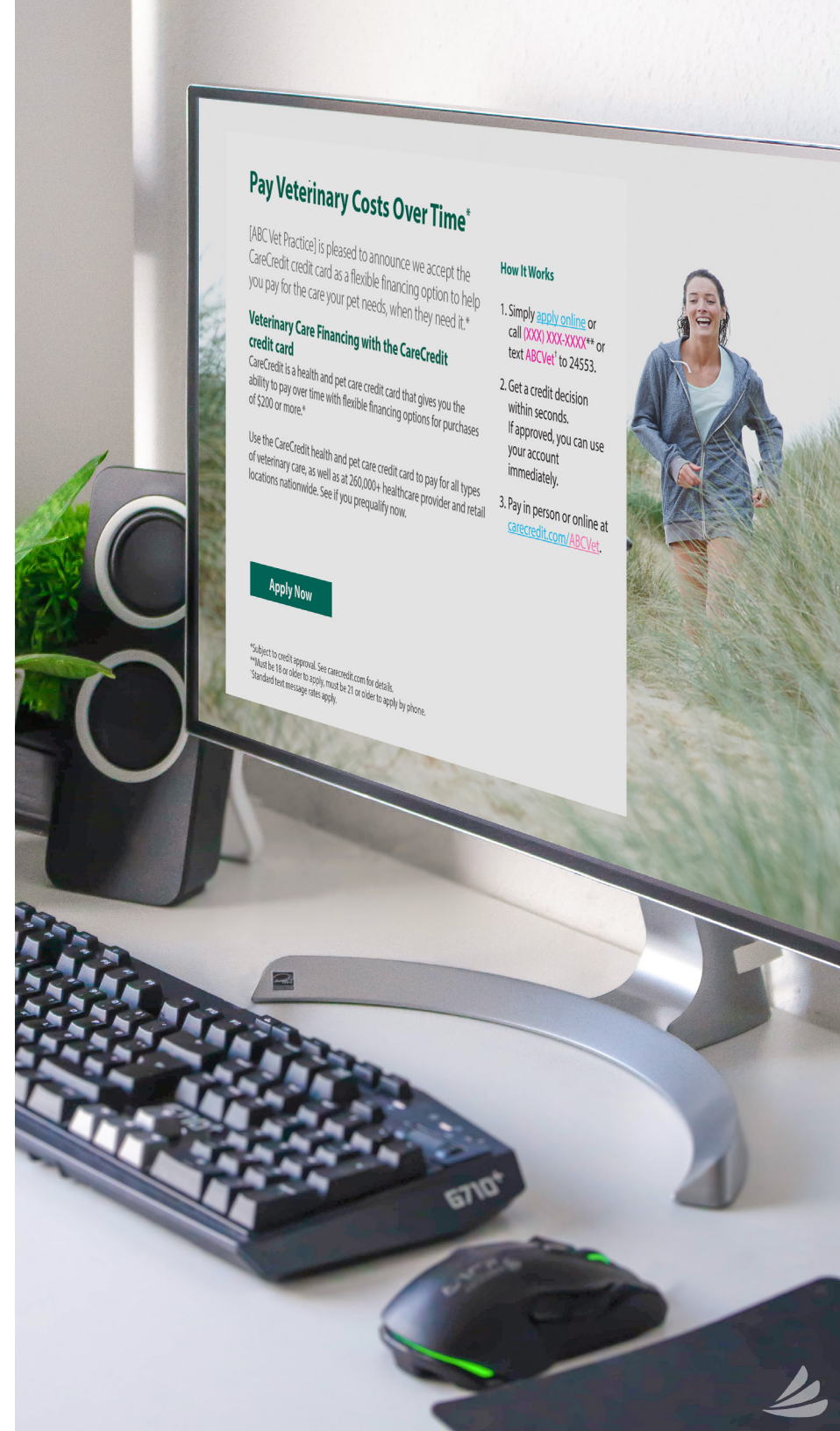
Include CareCredit on Your Website

Let pet owners know you accept CareCredit as a budget-friendly way for them to be financially prepared for all of their pet's care.

For example, you could include the information on the next page with your other payment options on a dedicated financing page or as part of a financial FAQ section.

Copy text from the next page.

CareCredit is highly regulated in how we communicate our promotional financing. The content provided is approved by our legal and compliance teams. Should you desire to make any modifications, please review with your communications contact for final approval prior to use or distribution to ensure you remain compliant.



Simply copy and paste the text below:

Pay Veterinary Costs Over Time*

[ABC Vet Practice] is pleased to announce we accept the CareCredit credit card as a flexible financing option to help you pay for the care your pet needs, when they need it.*

Veterinary Care Financing with the CareCredit Credit Card

CareCredit is a health and pet care credit card that gives you the ability to pay over time with flexible financing options for purchases of \$200 or more.*

Use the CareCredit health and pet care credit card to pay for all types of veterinary care, as well as at 260,000+ healthcare provider and retail locations nationwide. See if you prequalify now.

Apply Now

carecredit.com/apply

How It Works

1. Simply [apply online](#), call (XXX) XXX-XXXX** or text ABCVet[†] to 24553.
2. Get a credit decision within seconds. If approved, you can use your account immediately.
3. Pay in person or online at carecredit.com/ABCVet.

*Subject to credit approval. See carecredit.com for details.

**Must be 18 or older to apply, must be 21 or older to apply by phone.

[†]Standard text message rates apply.

Here are a few things to keep in mind:

- [Blue underlined text](#) includes embedded hyperlinks that you will need to link.
- Disclosures must be included at the bottom of the webpage at minimum 8-point font size.
- **The content is legally approved—please do not edit.**



Include CareCredit in Text Messages

Mention that you accept CareCredit and include your custom link in SMS messages^{††} to help clients quickly access financing on their mobile device.

Simply copy and paste the texts below:

Did you know? We accept the CareCredit health and pet care credit card to help you pay for your pet's care. See if you prequalify (no impact to your credit bureau score), apply and pay* at carecredit.com/go/ABCVet.

*Subject to credit approval.

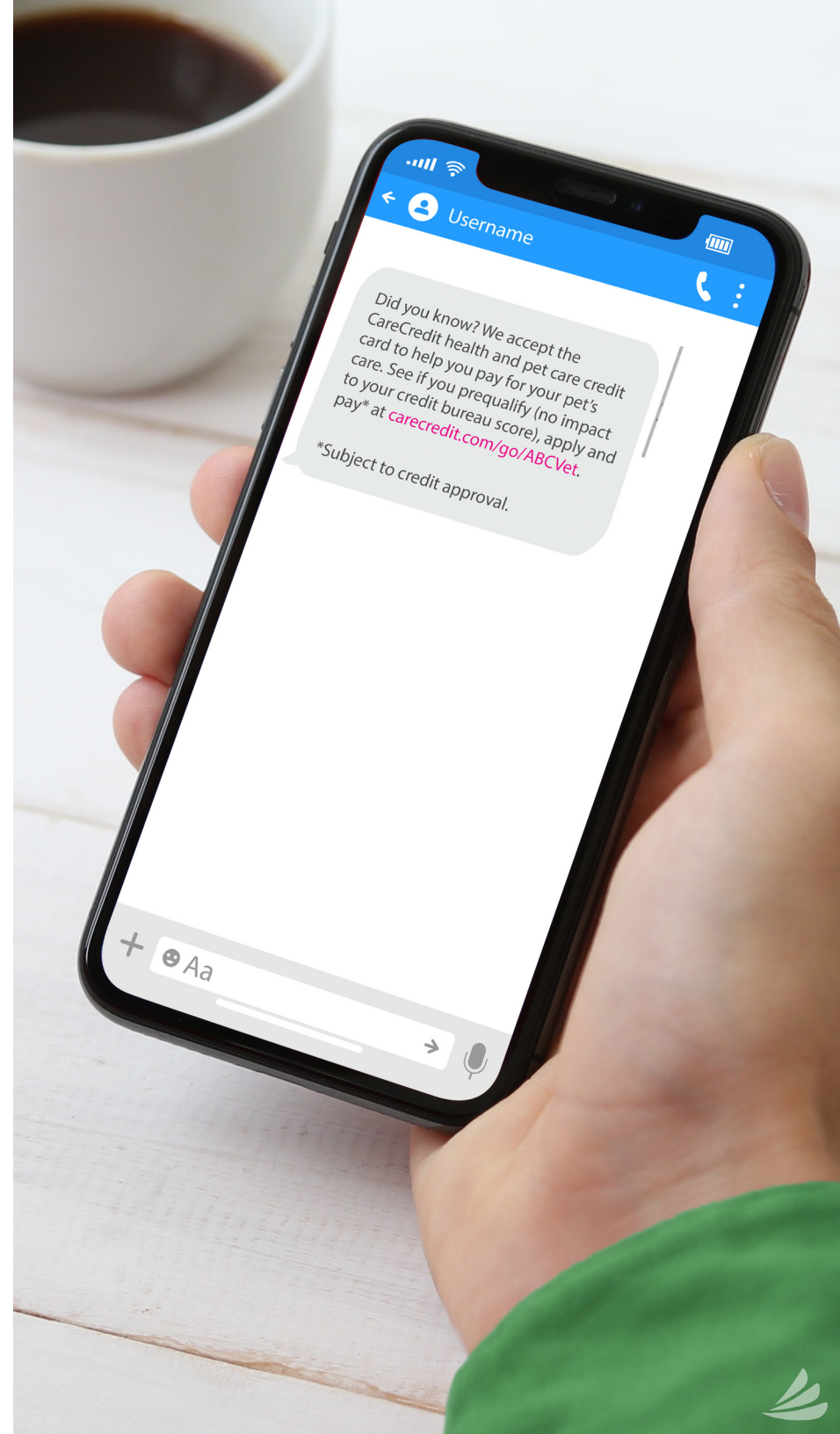
The CareCredit health and pet care credit card has budget-friendly financing options. See if you prequalify (no impact to your credit bureau score), apply and pay* at carecredit.com/go/ABCVet.

*Subject to credit approval.

With the CareCredit health and pet care credit card, you have a way to pay for balances due on your pet's care.* See if you prequalify (no impact to credit bureau score), apply and pay at carecredit.com/go/ABCVet.

*Subject to credit approval.

^{††}Laws applicable to you may restrict or prohibit certain communications by text message. You are urged to consult with your individual advisors with respect to any information presented.



Include CareCredit in Emails

Let your clients know CareCredit is available to help make payment easy.

Simply copy and paste the text below:

An easy way to help fit your pet's care into your budget.

We accept the CareCredit health and pet care credit card as a budget-friendly way to pay over time. With CareCredit financing options, you can make convenient monthly payments* for your pet's exams, treatments, prescriptions and more.*

It's easy to learn more about CareCredit or apply at carecredit.com/go/ABCvet.

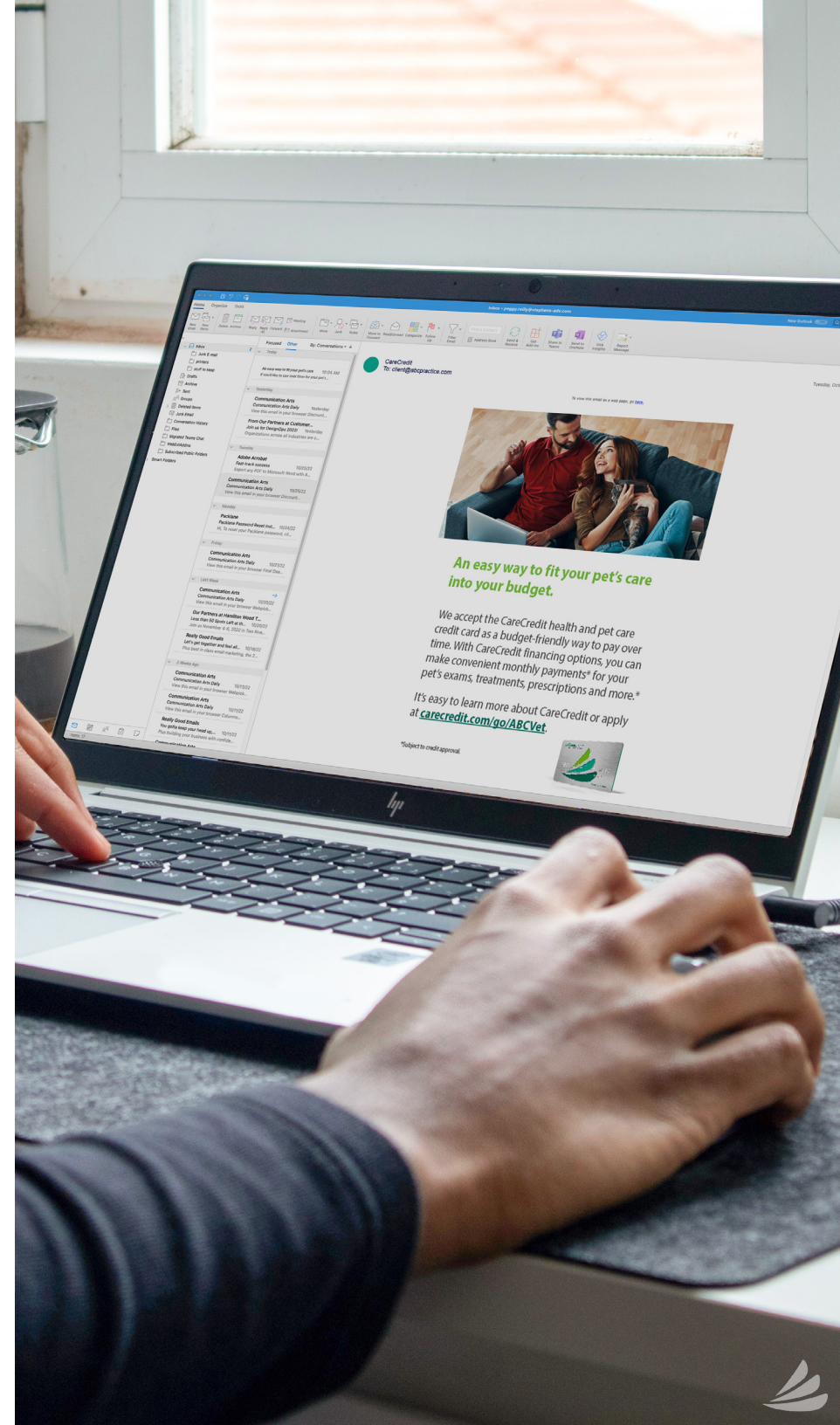
*Subject to credit approval.

Want to pay over time for your pet's care?

We accept the CareCredit health and pet care credit card with budget-friendly financing options that let you make convenient monthly payments for your pet's care.* Some clients say they like CareCredit because it gives them peace of mind knowing they're always ready with a way to fit care for their pets into their budget.

You can learn more about CareCredit or apply at carecredit.com/go/ABCvet.

*Subject to credit approval.



Start communicating you offer CareCredit as an easy way to pay for care.

The CareCredit health and pet care credit card is a proven way to help clients be financially prepared for a lifetime of care for their pets—from routine to unexpected.

By incorporating CareCredit as a payment option at every visit, you can help ease client concerns about the cost of care so they feel comfortable moving forward with your recommendations. They can pay at the time of service and you get paid in two business days.

For questions about this guide or your CareCredit financing program, please contact your sales or marketing representative.

