


From: info@proactivephysiotherapy.ca 
Subject:
Date: September 30, 2019 at 2:49 PM
To: info@proactivephysiotherapy.ca



Dear valued clients: As of June 01st, 2019 we will require a credit card on file in order to offer direct billing services. Your card would only be charged in the following situations and not without first attempting to contact you directly regarding any balance owing.

- Missed appointments where 24 hours notice of cancellation was not given (reviewed on a case by case basis).
- Co-pay balance remaining (portion of the treatment not covered by your insurance provider)
- Full appointment cost if no other method of payment has been provided.

As mentioned, we would not charge your credit card without first contacting you by phone, mail or email.

Your credit card information is entered into our JANE system, encrypted and sent to PAYFIRMA'S Vault leaving behind a Token in place of your sensitive information. Both ProActive Physiotherapy, JANE and PAYFIRMA take privacy seriously and are Payment Card Industry Data Security Standard (PCI DSS) compliant.

We understand not everyone will be comfortable with offering their credit card information. We respect that this is your choice. We will however be unable to offer direct billing services for any client without a card on file.

Thank you,

ProActive Physiotherapy

