



A J Mander Pty Ltd t/as embracing ADHD  
PO Box 4059, Woodlands, WA 6018  
embracingadhd.org

### **Payment Processes and Reminders**

Email 3 weeks before from our MMEx server

Email 1 week before from our MMEx server

SMS 72 hours before from our MMEx server

*If your payment fails:*

Ezypay will send you a pay now email on the day if your account is active.

*If we have time we will:*

Also send you a payment failed email and SMS

Phone you

Let us know before your payment fails if you are going to have problems with payment. We can switch you to monthly payments (minimum 3 months) although there is a 30% surcharge to cover our extra staff input

### **Appointments**

SMS confirmation sent 7 days after we have put your appointment in the diary.

An SMS reminder is sent three days before your appointment

You can change your appointment by lodging the appointments form on the website with us.

Updated August 2025