



Charges for a Payment Failure

This is taken from our terms and conditions:

After a failed payment additional charges will be made by Ezy pay and us to cover our processing costs.

Additionally, there will be higher periodical fees which are recurring:

1. First Failure, an additional \$60 per 6 months
2. Second Failure, a further \$60 per 6 months
3. Each additional failure an additional \$120 per 6 months

After 3 payment failures we usually ask patients to move to another provider as our automated systems clearly do not work for them and the costs get increasingly difficult for an individual to manage. You might wonder why we make these extra charges. They are to offset the risk of non-payment. It is our observation that this is more likely to occur in the sub-group of patients that have failed to manage their payments previously. This is our way of managing that risk.