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## Full Service Billing – Member Notification

Dear YMCA Member,

This letter is to inform you of some changes to our practices in payment processing.

Effective in March 2022, the YMCA of Greater Nashua will be introducing a new automated service to help us manage payment declines. We have contracted with Full Service Billing, whose services will reattempt payment of any declined credit cards with your stored billing method on file. Should your scheduled payment decline, we will now be charging a \$20 fee that will automatically be charged to your account.

In addition to automated draft resubmissions, you may receive messages to update your account information from the Full Service Billing team. You may see a telephone caller identification and/or email communication with the name of FSB (Full Service Billing), in this attempt to reach out to you.

As we cannot guarantee the ability to affect a time sensitive adjustment to your recurring draft date, to avoid a declined payment, please anticipate the recurring payment for your services on the originally agreed upon scheduled payment date.

We appreciate your understanding and value your membership. Should you have any questions regarding this process, please visit our "My Y Account" update page at [www.nmymca.org/my-y-account-update](http://www.nmymca.org/my-y-account-update) for some FAQs or reach out to one of the following Finance team members: Elisha Daley ([edaley@nmymca.org](mailto:edaley@nmymca.org)) or Tiffany Smith ([tsmith@nmymca.org](mailto:tsmith@nmymca.org)) at 603-598-1533.

Sincerely,  
YMCA of Greater Nashua, Finance Team

### YMCA OF GREATER NASHUA

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**Westwood Park YMCA**  
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Nashua, NH 03063  
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**Camp Sargent**  
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