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- The Simplicity nonpayment and/or declined payment policy is as follows: On the first day of nonpayment, a reminder email will go out to the client reminding them that their payment is overdue. The client will receive an email each day for the first seven days following a declined or nonpayment attempt. Each email will be sent to the email address Simplicity has on file and which the client manages via their software settings. At the end of the seven days, the client's account will be locked until payment is

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received. Thirty days after the initial declined payment, a termination email will be sent to the client notifying them that their account will be terminated and all data removed if they do not make a payment. Thirty days after the initial termination letter is sent (sixty days after the initial declined payment) the client is notified that their account will be terminated and data removed from their account. Access is terminated and accounts removed within the week. Simplicity staff makes every reasonable attempt during these 60 days of nonpayment to contact the client via phone or email to resolve delinquent payments and restore access to the client.

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