

Important Billing Update



RECEIVE ANY REFUNDS FROM RANCHO FAMILY WITH ZELLE®

We have created a new refund process using Zelle®. It is a secure payment platform that can safely and quickly send refund payments to you - our patients. This is our preferred method of processing refunds moving forward. Enroll your email address or phone number with Zelle®. You'll be ready to get your money directly into your bank account the next time we send it. Simply keep us updated on the email address or U.S. mobile phone number you used to enroll.

FAST

No need to wait for a check to arrive in the mail, any money due back to you will be sent directly to your bank account

SAFE

Get electronic notification of payment and eliminate the possibility of your check getting lost or stolen in the mail.

EASY

If you're already using Zelle® to send and receive money with friends, just provide Rancho Family with the email address or U.S. mobile number you enrolled with Zelle®, no additional steps needed.

ENROLL

If you have not yet enrolled your Zelle® profile, follow these simple steps:

- 1.** Click on the link provided in the payment notification.
- 2.** Select your bank or credit union.
- 3.** Follow the instructions provided on the page to enroll and receive your payment.

If your bank or credit union is NOT listed, then download the Zelle® app and enroll your Visa® or Mastercard® debit card.

If you have any questions about this refund initiative you can call our Billing Department at 951-676-4193 Option 6.