HOMETOWNQUOTES
HONEST TRUSTED QUALITY

Billing Frequently Asked Questions

When will my credit card be charged?

Once your account has been created, your deposit will be charged. Once the balance reaches your 'Rebill Trigger', the default credit card on file will be automatically re-billed the 'Rebill Amount' to ensure adequate funds are available for your lead purchasing.

How do I add a credit card to my account?

- Login to your account.
- Click the Billing tab.
- Under Credit Cards section select +Add Credit Card.
- A new screen will pop up for you to enter your new billing information.
- Click Save.

How do I update my current credit card information?

- Login to your account.
- Click the Billing tab.
- Under the Credit Cards section click Edit next to the credit card you would like to update.
- In order to save any updated information, the 3-digit CVV number must be re-entered.
- Click Save.

How do I make my credit card the default credit card for the account?

- Login to your account.
- Click the Billing tab.
- Under Accounts section select Edit.
- Choose the card you would like to be your default card listed under the Card field.
- Click Save.

How do I delete my credit card?

Agents can deactivate their credit cards. This allows us to process refunds back to the credit cards the payments originated. When deactivating a credit card, the default credit card must be updated. Deactivating a credit card does not remove your account from automatic rebill. Please contact agent services with any questions.

- Login to your account.
- Click the Billing tab.
- Under Credit Cards section select Deactivated.

How do I see my current balance on my account?

- Login to your account.

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- Click the Billing tab.
- Under Accounts section, the balance listed is your current balance.

How do I change my billing notification email address?

- Login to your account.
- Click the Billing tab.
- Under Accounts section select Edit.
- Add a secondary email address to the Email 2 field or change the existing email address in the Email field.
- Click Save.

Where do I see my monthly invoice?

- Login to your account.
- Click the Billing tab.
- Under Accounts section select View.
- Click the Invoices tab under Billing Activity.
- Click View to see any invoice (shown monthly).

How do I cancel my account?

To cancel your account, you must contact our Agent Services department one of the following ways:

- Phone: 1-800-820-2981 ext 2
- Email: myfriends@hometownquotes.com
- Support tab within your account

When can I expect my refund?

- If you are cancelling your account, Hometown Quotes will have refunds processed within 30 business days.
- If you have requested a portion of your balance to be refunded, Hometown Quotes will have those refunds/voids processed within 1-2 business days.

It takes up to 7-10 business days for a credit to show on your credit card account. It depends on the banking institution that holds the credit card for you. They have to accept and apply funds to your account. Sometimes our refunds are seen as soon as 2 business days, but majority fall within the 7-10 business day range.