



**GALLO & COMPANY\***  
CHARTERED PROFESSIONAL ACCOUNTANTS

- Accounting
- Tax
- Business Advisors

## FAQ

### **1. Why have you implemented this new policy?**

We have implemented this process to streamline the payment process so that YOU, the client does not incur unnecessary interest charges.

### **2. How is the credit card information being saved? Will it be secure?**

The information is saved on our protected server with only qualified admin staff having access

### **3. How will payments be processed?**

The credit cards will be charged through our online, secure system STRIPE. It is a global leader in secure credit card payments.

### **4. How will this process help me?**

This will reduce the firm's admin staff time on collecting, which keeps down costs for you, the client.

### **5. Will you need this for personal tax clients as well?**

We don't need this for personal tax clients as we don't file personal taxes without a payment.

### **6. Do you need credit card information from every company?**

Yes, technically. If the Company doesn't have a CC, they can use a related party one.

### **7. What if I have questions about my Invoice?**

This payment process ensures that if you have questions about you invoice, we address it early. Remember it is only after 60 days the CC is charged.

221, 65 Chippewa Road  
Sherwood Park, Alberta T8A 6J7  
P: 780.417.7530  
F: 780.464.9733

6, 12415 Stony Plain Road  
Edmonton, Alberta T5N 3N3  
P: 780.417.7530  
F: 780.464.9733

\*Denotes Professional Corporation

**8. Do other professions have similar policies?**

This process is very common in many Professional Service entities, including Dentist, Optometrists and even car dealership repair shops

**9. Can I implement this in my business?**

We are more than happy to walk you through this process if this is something YOU would like to implement in your business to make it more efficient

**If you have any other questions/concerns about our new Credit Card policy, please reach out to us and we will be happy to help answer any questions you may have.**