

Technical Customer Support

If you are experiencing technical difficulty with your MoneyMinder, please email customersupport@moneyminderonline.com.

When emailing customer support, please provide the following information:

1. What is the nature of the problem you are experiencing?
2. What kind of computer are you using? (PC or Mac?)
3. What browser are you using to look at your MoneyMinder? And what version of the browser do you use?
4. Are you using a personal or business MoneyMinder?
5. Can you provide a screen shot of the issue you are experiencing? (If you can't, don't worry.)
6. Can you describe what you were doing before you experiencing the issue?

If you have a question about how to use your MoneyMinder, please consider the following:

- To attend/ view a free new users class, please see class information at www.moneyminderonline.com
- You may also benefit from working with a MoneyMinder Mentor for a period of time to learn how best to use your MoneyMinder. MoneyMinder Mentors can teach you, one-on-one, how to manage your finances using the MoneyMinder. They can also help you heal your relationship with money and deal with long standing issues around money. If you are curious about the benefits of working with a MoneyMinder Mentor, please see <http://www.financialrecovery.com/?p=find-by-area>

MoneyMinder Terms and Conditions

Updated 05.01.13

Cancellation Policy

If you are not fully satisfied with your MoneyMinder subscription, you may cancel your subscription, at any time, for any reason. Once you cancel your subscription, you will not be charged again. You may access your MoneyMinder until you reach the end of your paid subscription period.

Service Terms

Customers who keep their account in good standing (current payment) may access their MoneyMinder subscription 24 hours a day (subject to occasional server maintenance.)

Description of service

The MoneyMinder is personal finance software that that allows customers to track their financial information on www.moneyminderonline.com. The subscription is provided to you by MoneyMinder LLC for the charges listed below. It is meant as an aid to assist you in managing your finances. It is not intended to provide legal, tax or financial advice.

Privacy Policy

This section tells you how we use personal information collected at this site. By using the site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Note: the privacy practices set forth in this privacy policy are for this web site only. If you link to other web sites, please review the privacy policies posted at those sites.

Collection of Information

We collect personally identifiable information, like names, postal addresses, email addresses, etc., when voluntarily submitted by our visitors. The information you provide is used to fulfill you specific request. This information is only used to fulfill your specific request, and to communicate with you about your MoneyMinder subscription. *Your name will NOT be sold to an external mailing list. Nor will any financial information you submit ever be collected, reviewed, sold or analyzed by the MoneyMinder LLC or any third party.*

Cookie/Tracking Technology

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology

are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

Distribution of Information

We may share information with governmental agencies or other companies only when assisting us in fraud prevention or investigation. We may do so when: (1) required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud which has already taken place. The information is NOT provided to these companies for marketing purposes.

If you have any questions, concerns, or comments about our privacy policy you may contact us using the information below:

By e-mail: customersupport@moneyminderonline.com

Commitment to Data Security

Your personally identifiable information is kept secure. Only highly authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information.

Security of payment information entered into MoneyMinder utilizes Authorize.net's 128 bit Secure Sockets Layer (SSL) protocol for encryption, and is compliant with many government and industry security initiatives including Payment Card Industry Data Security Standard (PCI DSS). Additionally, all other non-Authorize.net information is housed in a Tier II Data Center and hosting facility to provide the most secure and stable user experience for all MoneyMinder users.

Conditions of Use

The use of this website is subject to the following terms of use:

- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

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- Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offence.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of California and the US Government

Customer contact information:

By e-mail: customersupport@moneyminderonline.com