

PATTERSON FINANCIAL SERVICES DEFERRED PAYMENT PROGRAM



At Patterson Dental, our purpose is to “strengthen the people who keep us healthy.” This purpose guides us as we face the difficult challenge of responding to the coronavirus (COVID-19) disease and meeting the unique needs of the market we serve.

During this unprecedented time, when many dental practices are following the Health Canada guidance to postpone elective procedures and therefore operate on an extremely limited basis, we want to provide some financial relief. **Customers can now elect to defer payments on Patterson Financial Services loans for up to 90 days.**

To request this special deferral program, email PFSCanada@pattersondental.ca and include the reference number from your latest Patterson Finance Statement or your customer number and name.

This special deferral program is only applicable to Patterson Financial Services loans and does NOT apply to Patterson Dental regular merchandise accounts.

Additional information about how the program works and common questions are covered in the included Frequently Asked Questions. If you have additional questions that are not addressed, please contact us in the U.S. at **1.651.686.1734**, or in Canada, including Montreal, at **1.514.745.4020**, extension **56226**.

Patterson Financial Services Deferred Payment Program Frequently Asked Questions

- Q:** If I am on automatic payments (ACH), will my payments be automatically turned back on in 90 days?
A: Yes.
- Q:** Is the 90-day skip period interest-free or is there interest accruing during this skip period?
A: Interest will accrue during the skip period.
- Q:** When payments start after the skip period, will the monthly amount be the same as it was before this program?
A: Yes, the monthly payment will remain the same.
- Q:** When will I be billed for the skipped payments?
A: The skipped payments will be added to the end of your loan.
- Q:** Will my credit be checked to enroll in this deferral program?
A: No.
- Q:** Can I add some, but not all, of my contracts for this program?
A: Yes, if you tell us which contracts to add and which contracts not to add to the program.
- Q:** If I am on ACH, how many days' notice do you need to shut off ACH?
A: We need five days' notice to turn off ACH payments.
- Q:** Is there a penalty for the deferment program?
A: No.
- Q:** Will 0% finance loans be included in the program?
A: Yes.
- Q:** Will I receive a statement during the deferral period?
A: Yes, it will show the deferred months billed at \$0.00.
- Q:** Do I need to pay the payments that I have received an invoice for?
A: Yes, any payments billed prior to the deferral program will be on your monthly statement.
- Q:** If my loan is on a skip plan and I have no payment due for the next 90 days, can I participate in this deferral program?
A: No, since you do not have a payment due in the next 90 days.
- Q:** If my loan has the first payment due in 30 days, will you add 60 days to the schedule, so my first payment will be at 90 days?
A: Yes.
- Q:** If my loan has the first payment due in 60 days, will you add 30 days to the schedule, so my first payment will be at 90 days?
A: Yes.

