

Dear Dynamark Dealer,

As Dynamark transitions to Becklar, we would like to share several important updates regarding billing and invoicing. We understand that changes like these can raise questions, and our goal is to make this transition as clear and straightforward as possible. For your convenience, we have outlined the key details below, so you know what to expect moving forward.

Branding and Billing Communication

- All invoices, payment receipts, statements, and credit memos will now reflect Becklar branding. While the appearance of these documents may look different, they will continue to relate to the services and billing activity associated with your account.
- Please note that all billing correspondence will be sent from, and should be directed to, billing.monitoring@becklar.com. We recommend updating your records and adding this email address to your safe sender list to help ensure you receive future communication without interruption.

Billing Details

- Invoices will reflect current monthly monitoring services, with a billing cutoff date of the 25th of the prior month. Any services active as of that date will be included on the invoice, which will help provide a more consistent billing cycle going forward. Ex: June 25th billing will run for July 1st invoice date and will be for July services.
- Third-party services will be billed 1–2 months in arrears, depending on the provider. Because these charges are dependent on outside vendors, the timing may vary slightly from standard service billing.
- Services will no longer be prorated. This means charges will be billed according to the established billing cycle rather than being adjusted for partial periods of service.
- New bill codes have been assigned to all services, and invoices will include the bill code, description, quantity, rate, and total. This added detail is intended to make invoices easier to review and reconcile.
- Detailed billing information will be available in the Account Service Detail report within your Becklar portal (My.agmonitoring.com), giving you additional visibility into the services and charges associated with your account.

Payment Options

- We accept payments by credit card, ACH, wire transfer, and check, so you may continue using the payment method that works best for your business.
- Automatic payments will be processed on the invoice due date. If you are currently enrolled in automatic payments, this process will continue according to your existing payment schedule unless otherwise communicated.
- Becklar also offers an online payment portal. Access details will be shared in the coming weeks, and the portal will allow you to securely add or update payment information, make one-time payments, and enroll in autopay for added convenience.
- Please mail all check payments to: PO Box 669437, Dallas, TX 75266-0136. To help ensure timely processing, please use this remittance address for all future mailed payments.
- Please note that Becklar applies surcharges to credit card transactions in accordance with applicable state regulations. If you have questions about payment methods or would like to explore other options, our team will be happy to assist.

Disputes and Finance Charges

- Any invoice disputes must be submitted in writing within 30 days of the invoice date. Providing notice within this timeframe allows us to review and address any concerns as promptly and accurately as possible.
- Finance charges will be assessed on the 25th of each month on past-due balances at a rate of 18% per annum. We encourage timely payment to avoid additional charges, and we are happy to answer questions if clarification is needed regarding your account.

Account Data Changes

- All data changes must be completed within the Becklar portal or submitted in writing to Dealer Care by email at dealerservices.monitoring@becklar.com. Submitting updates in writing helps ensure requests are documented clearly and processed as efficiently as possible.

If you have any questions, please contact us at billing.monitoring@becklar.com.

We look forward to serving you.