

MEMBERSHIP/PAYMENT FAQ'S

Q: How does the membership work?

Coaching with Kim is a monthly membership program. The cost of \$97 per month is automatically charged to your credit card on the last day of the calendar month. Your login information will be emailed to you upon successful payment.

You pay for your membership on the last day of the prior calendar month. For example, if you sign up in December, your payment will be processed on December 31st and your first month of membership will begin on January 1st.

Q: Where do I start?

First, go to the Welcome Page on the Membership Site to watch the Welcome Video. There are two additional trainings on that page that you can watch at your leisure to learn more about how to navigate the site and an overview of the program.

An overview guide will be provided upon enrollment that is recommended reading prior to starting your first month of membership. This guide will give you the foundation.

On the first of the month, you will be able to access that month's course online. This includes the monthly workbook, a study guide, an overview video about the monthly topic, a homework guide and the ability to sign-up for private coaching.

Q: Is there any kind of guarantee?

Yes! It's a bold guarantee! If you do this work, your life will change for the better. Period. But you have to give it effort, practice, and time. At least a full year. But here's the deal... If you sign up and decide this work isn't for you and you don't want to keep working on the

program, you can cancel your membership at any time. This is not in your best interest, but it's absolutely your choice. There are no refunds; however, your membership will remain active until the end of the paid calendar month.

Q: How can I update my credit card?

[Click here](#) to update your credit/debit card. This will process a \$0 authorization and will update your card on file. Be sure to use the same email address you use for Coaching with Kim.

CANCELLATION FAQ'S

Q: How do I cancel?

Send an email to Kim@FinancialWellnessCoach.ca.

Q: Is it too late to cancel for this month?

You can cancel at any time and your access to the membership site will not be terminated until the end of the paid month.

Q: Can I sign up again if I cancel?

Of course! You can re-enroll at any time.

Q: Once I cancel, do I still have access to the months I've purchased?

Coaching with Kim is a membership (like a gym membership), you have unlimited access as long as you are a member. If you cancel, your membership is disabled at the end of the last month you have paid for, and you will no longer be able to login to the membership site.

Q: When will my access to the site and coaching calls end?

You will have full access to the site, private coaching, videos, and all online materials until the end of your paid month.

Q: Can I get a refund?

There are no refunds.

COACHING CALL FAQ'S

Q: How do I get coached by Kim?

Sign-up for private coaching [click here](#).

Q: I was unable to attend a call live, when will the call recording be available?

We do our best to get the call recordings updated on the website within 24 business hours of their completion. You will find them at the very bottom of the page of the current month.

TECHNOLOGY FAQ'S

Q: How do I update my password?

To update your password, [click here](#) to go to the lost password page. Make sure you use the email address that you created your membership with.

Q: How do I update my login credentials?

To update your password, [click here](#) to go to the lost password page. Make sure you use the email address that you used for Coaching with Kim. If you want to change the email address/username, email kim@financialwellnesscoach.ca.

Q: How do I make sure I know what time the call is in my time zone?

From the calendar on the scheduling page you can add the call to your Google Calendar. The time zone will be automatically converted for you by Google Calendar.

Q: How do I download the audios for the calls? How can I listen to them offline?

Please download the Getting Started Guide at the bottom of this page for detailed instructions.

We have a detailed document (with photos) that will walk you step-by-step through some of the most common tech issues, including:

- How do I log-in to the membership site?
- How do I access the next month's content?
- How to reset my password?
- How to access to the coaching calls on Zoom?
- How to access call recordings and listen to them on my phone?
- How to find my question in "Coaching Q&A"?
- How to make sure I receive the emails?