



Dear Parents/Guardians,

We hope this message finds you well. We are reaching out to sincerely apologize for an error regarding billing communication that may have caused unnecessary concern or inconvenience.

Recently, some accounts were inadvertently sent to a debt collector, Credit Systems International. If you received a collections letter, we ask that you kindly disregard the notice while we take the time to carefully review all charges.

We also want to reassure you that, under current credit reporting guidelines, medical debt under \$500 does not impact your credit score. Please rest assured that this situation will not negatively affect your financial standing as we work to correct our records.

It's important to note that while some cases were impacted by an error, there may still be valid outstanding balances. If our review confirms that a patient was previously contacted by Little Spurs regarding an outstanding balance and the balance remains unpaid, the account will be returned to Credit Systems International. For accounts impacted by the error, we are taking corrective steps to ensure patients receive accurate communication and appropriate follow-up.

Due to this situation and an increased volume of calls, our billing department's phone lines currently have longer than usual wait times. We understand how frustrating this can be and truly appreciate your patience as we work to address all inquiries as quickly as possible.

At Little Spurs, we value the trust you place in us to care for your family and are committed to making this right. Please accept our sincerest apologies for this oversight. If you have immediate concerns, feel free to contact us at billing@littlespurs.com and we will do our best to assist you.

Thank you for your understanding and continued support.

- Little Spurs