

Frequently Asked Questions

➤ Where do I locate my TruGreen® Customer Number?

TRUGREEN
Live life outside.[™]

John Doe
12345 Main Pkwy
Memphis TN 12345-1234

PrePay now and SAVE

Statement of account
Customer number: 1234567890
Statement date: 09/28/17
Due date: 10/12/17
Total due: \$84.81

pay online TruGreen.com (610) 266-1240
 pay by phone (610) 266-1240
 questions TruGreen.com (610) 266-1240

Your TruGreen® invoice

Paying your bill is easy, especially online. Just visit TruGreen.com and sign up with your customer number to start paying your bills online.

This statement reflects payments received by 09/27/17. If payment has already been sent, please disregard. Our records show the last payment received on your account was \$434.58 on 09/18/17.

Service Date	Description of Services	Invoice Number	Service Charge	Tax Amount	Payment / Credits	Total Amount
09/27/17	Lawn Service Location: 12345 Main Pkwy, Memphis, TN 12345-1234	73076767	\$80.01	\$4.80		\$84.81
Total Due:						\$84.81

PREPAY TO SAVE: Pay in advance for the total of your services and receive a discount off your total plan. Call (610) 266-1240 or visit myaccount.trugreen.com to do so today. For all other billing questions, service inquiries, or account changes, call (610) 266-1240 to speak with a billing representative.

Please detach and return bottom portion of statement with your check. Please include account number on check and do not send correspondence with your payment.

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12345 Main Pkwy
Memphis TN 38138

John Doe
12345 MAIN PKWY
MEMPHIS TN 12345-1234

Customer Number: 1234567890
 Due Date: 10/12/17
 Total Due: \$84.81
 Amount Paid: \$0.00

\$ Payment options:

- Pay online at TruGreen.com or by phone at (610) 266-1240
- Pay by endorsing a check (See back of invoice for details)
- Pay with credit card (Please fill in the following):

Check One: M/C VISA M/CARD DISC AMEX

Credit Card #: _____
 Exp. date: ____/____/____ Amount: _____
 Name (as it appears on credit card): _____
 Authorized Signature: _____
 REQUIRED

1 00005721 30 00000999996 0000000013029035487 0000646100006461 6

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1700 Kirby Pkwy Ste 300 Memphis, TN 38138

6034 8830 04 RP 22 01202018 8188888888 01 808451 0002

JOHN DOE
12345 MAIN PKWY
MEMPHIS, TN 12345-1234

Account info
Customer number: 1234567890
Branch number: 5779

pay online TruGreen.com (610) 266-1240
 pay by phone (610) 266-1240
 questions TruGreen.com (610) 266-1240

Account info
Customer number: 1234567890
Branch number: 5779

Your tailored lawn care plan

Your plan includes the following services to provide the exact help your lawn needs at key stages throughout the year.

Scheduled services	No. of services	Price per service
TruHealth Lawn Service	6	\$59.95
TruHealth Crab Control	1	\$59.95
Total:		\$419.65
PrePay discount:		-\$25.40
You paid:		\$413.70

*Plus tax where applicable

January 22, 2018

Dear John Doe,

On behalf of the entire TruGreen® family, I'd like to thank you for choosing us as your lawn care partner. We look forward to getting to know you and your yard. You will receive a phone call soon confirming the date of your first appointment with your ALLENTOWN specialist.

Your first service
 At your initial service visit, your specialist will perform our exclusive Healthy Lawn Analysis®, evaluating climate, soil condition, grass type and lawn usage. Then, we'll perform your first tailored service. If you can't be there, don't worry. We'll always leave a service summary at your front door.

Tailored lawn care made easy
 Based on the results of your analysis, your specialist will continually tailor your lawn care plan as needed, as well as suggest steps that you can take between service visits. Also, depending on the specific plan you purchased and the region of the country you live in, we may perform a scheduled lawn service as well as an additional service, like insect control, on the same day.

Billing and payments
 Thanks for choosing to PrePay for your services. You received a 7% discount on your annual lawn plan. We'll send you a reminder letter when it's time to PrePay for next year's services.

Manage your account online
 To make your TruGreen experience even easier, you can register your account online at MyAccount.TruGreen.com. You'll be able to update payment preferences, see service summaries, change your account information and more.

Once again, thanks for choosing TruGreen. Rest assured, your ALLENTOWN lawn is as important to us as it is to you. So if you ever have any questions or concerns about your services, please do not hesitate to contact us. You can reach us at **1-866-213-4495** or at TruGreen.com.

Sincerely,

 Mel Oliver, TruGreen Customer Care

Service address
 12345 Main Pkwy
 Memphis, TN 12345-1234



TruGreen will gladly visit your property as often as needed between scheduled visits to make any necessary adjustments and to ensure your satisfaction.*