



DebateDrills (DD) is happy to offer families several payment options to register for our programs. We have found payment via bank transfer (ACH) to be convenient and fast, and we encourage families to make use of this service. This brief document covers FAQ's from our checkout process.

- **What is Plaid? Is it safe/trusted?**
  - Plaid helps connect DD's stripe account to your preferred checking or savings account. Plaid is a globally recognized, [secure](#), trusted financial technology company. DD does not see or retain your bank info. You aren't giving your account info or access to your bank account, you are simply using Plaid to approve your bank sharing your account and routing number to DD's Stripe Account.
- **What is ACH?**
  - "ACH" stands for automatic clearing house - think of it like an electronic check that enables you to transfer your registration payment from your bank account to DD's bank account.
- **My bank isn't recognized - what should I do?**
  - [Plaid is integrated with and works for thousands of banks](#). Please confirm you are not using an international account and don't hesitate to reach out to us if you have questions.
- **Can I send you a physical check or use an alternative method like Zelle or Venmo?**
  - We ask that families use one of the payment methods available in the registration process. Your payment is tied to your family account and facilitates a smooth registration process. Please let us know if we can be of any assistance.
- **Are there any strings attached with PayPal buy now pay later?**
  - No! PayPal is a globally recognized payment processing platform and will facilitate all aspects of your buy now, pay later account if you chose that payment method.
- **What is your refund policy?**
  - Please refer [here](#) for our refund policy!