



# URGENT MESSAGE

## FROM YOUR ENCINO LITTLE LEAGUE EXECUTIVE BOARD

December 12, 2008

To our ELL Families:

We learned yesterday that our online registration and third party payment provider, Count Me In, is experiencing financial difficulties. There is a question as to CMI's status which may significantly impact Encino Little League, Sherman Oaks Little League, VCAA, and many youth sports organizations around the country that rely on the company to process credit card payments on behalf of these organizations. We are working closely with our neighboring leagues to jointly resolve the issue.

At this point, ELL has not been paid for your child's registration. CMI is behind remitting spring registration credit card payments to ELL made via our online registration system, and is behind in payments to other youth sports organizations as well.

**YOUR IMMEDIATE ACTION IS NEEDED!** The Board has determined it is not advisable to wait and see if and when CMI will remit funds to the league and we must be proactive to mitigate any impact to you or to ELL. We are asking all families who registered their children via credit card (those who paid via check are not affected) **to immediately phone their credit card company and dispute all charges related to ELL registration** under the premise that your registration "did not go through and is not complete . ." The act of disputing a charge will not affect your credit score.

Please state the following when making the dispute

1. You have a disputed charge with "CMI-Encino Little League ". This is how it should appear on you statement.
2. You are disputing the charge because "you received notice that your payment had not been received by ELL and that your registration is not complete until payment is received by ELL."
3. That since you have not received the service that you intended to pay for, that you are disputing the charge and would like a full credit. You may be asked to again acknowledge that your registration "is not complete" so you are "not registered"
4. Confirm that you may deduct the charge from your balance due, as a credit, until the dispute is resolved.
5. If the credit card company asks for an Encino Little League contact provide them with Jeff Bacon ELL Treasurers e-mail which is: [jeffsbacon@gmail.com](mailto:jeffsbacon@gmail.com)
6. Once you have completed the call to your credit card company please e-mail Jeff Bacon [jeffsbacon@gmail.com](mailto:jeffsbacon@gmail.com) with your name, your child's name and the outcome of your dispute call.

In the event your dispute is resolved successfully and a permanent credit is issued by the credit card company, we will then ask that you pay the registration fees via check. We will keep you updated as developments warrant.

We apologize for the inconvenience and remain outraged at the possibility that a company servicing organizations dedicated to our youth may have so irresponsibly managed or misappropriated cash resulting in this urgent situation. Any further inquiries may be addressed to our league treasurer, Jeff Bacon via email at [jeffsbacon@gmail.com](mailto:jeffsbacon@gmail.com)

Respectfully,

ELL Executive Board