

# YOUR COMPA\$\$ ACCOUNT – Questions & Answers

## **How do I open a Compa\$\$ Account?**

Step-by-step instructions can be found on the Howick Bridge Club home page – “Paying Table Money with Compa\$\$”.

## **Once my account is open, how do I check the balance?**

Go to <https://mycompasss.com>. Hopefully you saved your user-name and password when you opened the account, if not re-enter them and Login. From the Compass Scoring System screen under Quick Links: click on “Compa\$\$ Accounts” to view your balance and transactions.

## **Do I get any emails from Compa\$\$?**

You should get an email each month letting you know your account balance. That way you can assess if you have enough to cover your sessions for the following month. You can top up your balance any time by paying money in the HBC bank account:

**06-0169-0005333-19**

**Particulars** [*First name*] **Code** [*Last name*] **Reference** [*NZ Bridge Number*]

## **How long does it take for my deposits and my Table Money deductions to show up?**

We endeavor to get everything processed within 5 business days.

## **What do I do if I don't agree with the transactions showing in my account?**

Not everything processes daily. Check it again after 3-5 days and if it is still not correct send an email to Richard Andrew. Richard's email link is on your Compa\$\$ account screen.

## **What happens if I forget to deposit money into my Compa\$\$ account and there is no money to cover a session?**

If you've forgotten to top-up your account, you can still play and your account will go into overdraft. You'll receive an email at the end of the month advising you of your account balance. Please lodge funds immediately to put your account back into credit.

## **What happens if I can't play anymore and my Compa\$\$ account has funds in it?**

If you decide to opt out of using your online Compa\$\$ account, you must advise Richard Andrew ([richardandrew1568@gmail.com](mailto:richardandrew1568@gmail.com)). He will remove you from the system and any money owed to you will be refunded within 14 days.

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