

HOW TO CANCEL BALANCE MONTHLY MEMBERSHIP

We are sad to see you go, but understand when timing, finances, life events, etc. do not align with weight loss goals! Below are instructions with pictures to guide you through cancelling your Balance Monthly Membership.

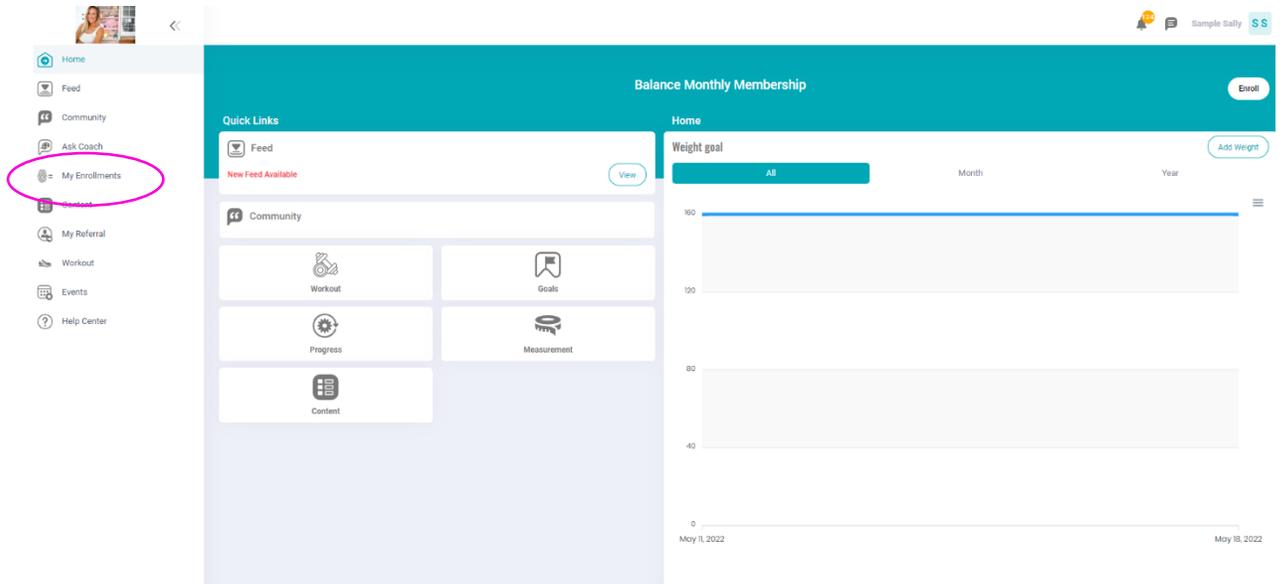
Please note a few important points:

- One month minimum is required for Balance Monthly Membership after your trial. You WILL be charged for your one month minimum (agreed upon at payment for membership), but you are free to cancel at any time
- When cancelling, you will have continued access for the remainder of your paid month and then you will lose ALL access to the Membership area, Portal, etc.
- You may rejoin at anytime and we would LOVE to have you back when timing is better!

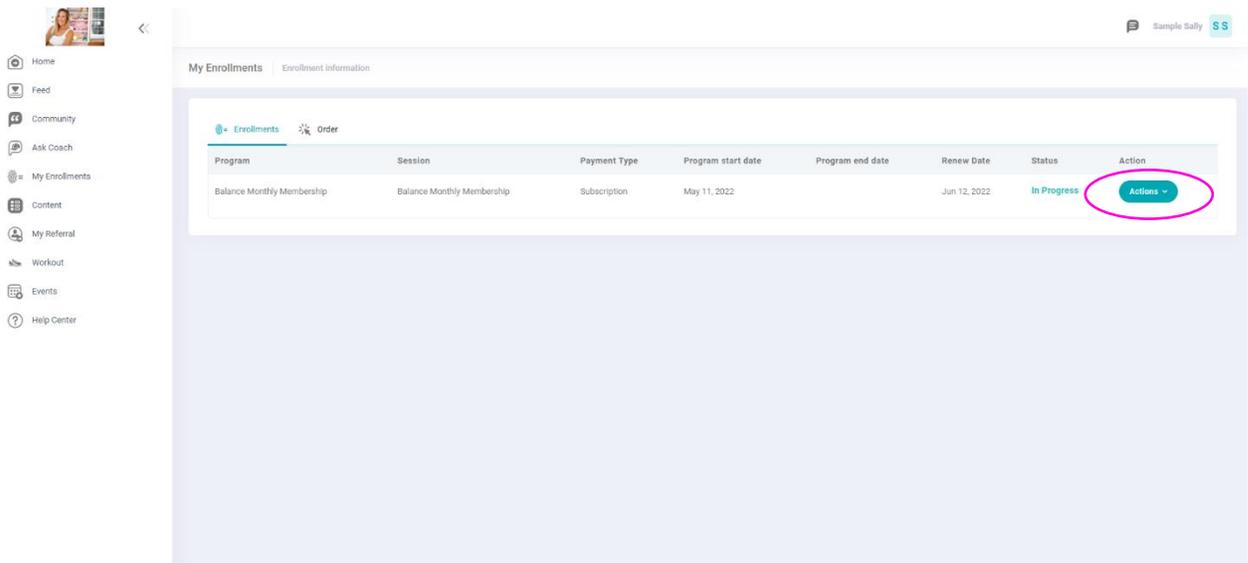
IMPORTANT: IT IS YOUR RESPONSIBILITY TO CANCEL YOUR MEMBERSHIP! Please save this Cancelling Membership PDF for instructions on how to remove yourself from Membership. ***Please only reach out via e-mail (support@hilarybalancedlifestyle.com) if you have followed the directions & are still unable to process your cancellation.***

Instructions for Cancellation:

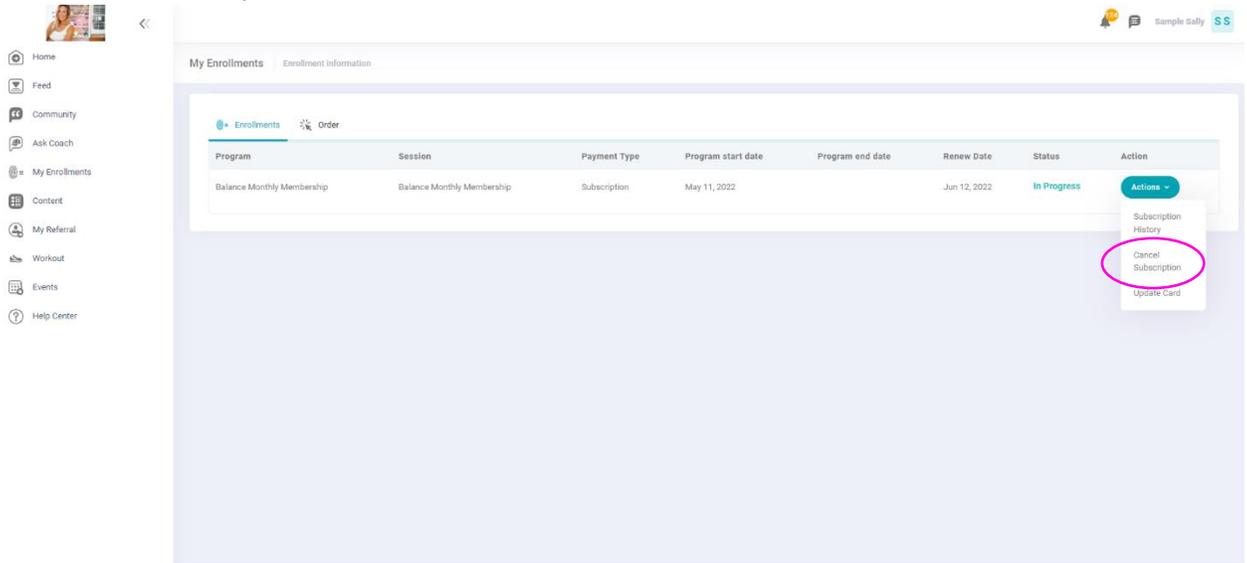
- 1) You CANNOT cancel membership from the phone App. You will need to sign into your account from a web browser on your phone, device, or computer
- 2) Use this link to sign-in to your account. If you do not know your username and password, click 'Forgot Password' to retrieve & then continue
 - a. LINK TO SIGN-IN: <https://balance.sprngapp.com/account/login>
- 3) Once signed into your account, click My Enrollments in the menu on the left (**see pink circle**).



4) Click 'Actions' button next to your Membership enrollment order



5) Click 'Cancel Subscription'



6) Click 'Confirm Cancellation' & you will have cancelled your subscription successfully