



# Reducing Payment Objections

## Case Study: Critter Removal Indianapolis

For the pest control and wildlife removal experts at Critter Removal Indianapolis, Pay in 4 Instalments is a friendly payment option that leaves their customers smiling.

### Challenge

Critter Removal Indianapolis is a full-service wildlife removal and pest control business located in Indiana. Focused on customer satisfaction, they're known for their prompt and professional service.

When a customer has pests or wild animals on their property, it's important to act fast and take care of the safety hazard. But between cleanup, damage repair, and relocation fees, **customers don't always have the cash low to cover these surprise costs.**

"We realised that many of our customers just didn't have the extra money to pay for the unexpected expense, and we were looking for a payment option that could alleviate the stress of dealing with an unwanted animal invading their home," said Grant Newton, Project Manager at Critter Removal Indianapolis.

### Solution

After weighing the options, the team chose QuickFee Pay In 4 Instalments. It's a flexible payment plan that allows customers to split their invoice into four payments, paid over the course of 3 months.

Unlike traditional financing, Pay in 4 Instalments does not require customers to apply for any new credit. Customers pay with the credit card they already have, and the business gets paid in just two business days.

### Results

Critter Removal Indianapolis has received incredibly positive feedback from customers who use QuickFee Pay in 4 Instalments. Customers can simply click a link on any invoice they receive and start an instalment plan. "It's also advertised on our website. That way, when people call us they know upfront that we offer flexible payment options," said Newton.



“With Pay in 4 Instalments, we can really deliver on the promise that we are here to help our customers with more than just getting rid of their pest – we're helping them pay for the unexpected expense. It's a simple payment option and it has helped us to stay competitive.”

— Grant Newton  
Project Manager, Critter Removal Indianapolis

**QuickFee.**