



## ACCOUNT CANCELLATION POLICY

**All requests to discontinue service must be in writing.** No account cancellation requests will be honored via phone. This is to protect CCP and the customer.

Requests may be postal/e-mailed, faxed, or done in person at CCP's office.

Cancellations may be:

e-mailed to [cancel@ccp.com](mailto:cancel@ccp.com)  
faxed to 816-232-5211

Or sent via Postal Mail to:

CCP Online  
Attention: AR Dept.  
PO Box 8575  
St. Joseph, MO 64508

Customers who request their accounts to be terminated will be terminated as of the later of (whichever is applicable)

The postmark on the envelope,  
The timestamp on the email,  
The date/time on the fax, or  
A later date as specified by the customer on the actual request.

Customers will be contacted by CCP to confirm their request to cancel.