

FargoRate App Premium Service update & action item

SDPL Captains and Players,

After contacting both FargoRate and CSI (BCA Pool League parent company) we have exhausted all options except the following for you, our members to get the FargoRate premium service already paid via your SDPL membership with CSI.

If you have **NOT** paid for the premium service yourself:

1. Email support@fargorate.com & in the subject line type: **Need Premium/Advanced features activated.**
2. In the body of the email include the following:

CSI dues for 2026 have been paid yet the FargoRate premium features need to be activated for my 2026 membership.

3. To ensure they have your correct FargoRate account, using the information **as shown at top of screen in the FargoRate App** also include in the body of the email:

First Name

Last Name

City

State

If you have paid either \$1.99 monthly or the \$12.99 annual due for the premium service yourself refunds may be requested directly from the store where you purchased the premium features. Here are links/info to the two stores.

Apple App Store: <https://reportaproblem.apple.com>

Google Play Store:

(If on your computer)

- 1) On your computer, go to play.google.com/store/account.
- 2) Click Order History.
- 3) Find the order you want to return.
- 4) On the order, click More More.
- 5) Select Request a refund or Report a problem and choose the option that describes your situation.
- 6) Complete the form and note that you would like a refund.
- 7) You will see a message saying "Thank you for sharing your concerns." You'll then get an

email with your refund decision. You'll usually get this within 15 minutes, but it can take up to four business days.

(If on your device)

- 1) Open a mobile browser (like Chrome).
- 2) At the top, enter play.google.com.
- 3) Tap Menu and then Account and then Order History.
- 4) On the order you want to return, swipe left and tap More More.
- 5) Select Request a refund or Report a problem and choose the option that describes your situation.
- 6) Complete the form and note that you would like a refund.
- 7) You will see a message saying "Thank you for sharing your concerns." You'll then get an email with your refund decision. You'll usually get this within 15 minutes, but it can take up to four business days.

As a reminder, below describes the features available with the FargoRate App.

Free mode

Anyone can download the FargoRate app and use the following basic features for free.

- View your rating
- Search for individual players
- Save favorites
- Find fair races, match odds and race charts
- Upcoming events
- Top player lists

Advanced Mode

Advanced mode contains much more, including everything listed in free mode plus...

- See your entire FargoRate match history
- Summarized history against particular opponents
- Rating change over time
- Advanced search capability - search by city, state, country, minimum rating, maximum rating, established or unestablished or any combination of criteria.
- League stats & schedule
- CSI digital membership card

Again, enabling the advanced features normally requires an annual subscription (currently \$12.99 per year). However, it is free for all BCA Pool League, USA Pool League and CSI members.