1. **Will RSN/Bally Sports customers also use SincPay?**
   SincPay is a customer portal provided by Sinclair Television Group, Inc. and its subsidiaries supporting all the Sinclair Television stations. It is currently not available for other affiliates of Sinclair Broadcast Group, including the Bally Sport Regional Sports Networks, Marquee and the current invoice delivery and payment methods are not changing for those affiliates.

2. **How do I get my login credentials?**
   Existing customers will continue to use the same login credentials as before. Customers who have never established login credentials will provide the following information to the Portal Datacenter (portaldatacenter@sbgtv.com) and the team will ensure the account is registered. Once registration information is entered, the customer will be emailed a link to set a password and login credentials will then be established.
   - First and Last Name (individual who will have ownership of SincPay account)
   - Email address (will serve as User ID)
   - Telephone number (if applicable)

3. **If I have multiple accounts, can I pay all invoices on all my accounts at one time?**
   Yes, when you login, select any of your accounts and go to Pay on Account. Input in the Payment Instructions what the payment is intended for (i.e., this payment is for all February invoices). The payment amount will be the total

4. **I need to update the information in My Wallet, if I have more than one account do I need to update the information in each account?**
   Yes, if you have multiple accounts, you need to go into each account separately and update your My Wallet information.

5. **Can I still do 'quick pay'?**
   Pay on Account (under Pay My Bill) supports the pre-payment/CIA payment functionality. User must first login and then select Pay My Bill from the left-side menu options.

6. **How long does it take for the system to time out due to inactivity?**
   The system will timeout after 60 minutes of inactivity.

7. **Who can access SincPay?**
   Both agencies and advertisers will now have direct access to pay and view invoices.

8. **Is there still a limit on when I can pay an invoice using a credit card?**

   No, any invoice, no matter the invoice date, can now be paid by credit card or ACH.

9. **Do I need to know any customer information in advance to using SincPay?**

   Customers will no longer be required to know or obtain any customer information (e.g., customer number, ZIP code, etc.) to enroll or make a prepayment.

10. **Can I use SincPay to review my payment history?**

    Yes, customers can now access and review history of credit card and ACH payments using SincPay.

11. **How can I get information on any refunds I request?**

    Credit card refunds will now reflect additional information and detail, including a description of the refund — making it easier to manage your account.

12. **Can I input frequently used payment methods?**

    Yes, under My Wallet you can input frequently used payment methods – both credit cards and bank accounts. Please see the user guide for instructions.

13. **Can I set email preferences on how I receive invoices?**

    Yes, for each account, you can choose to have no email correspondence, email notifications that invoices are available, or emails with invoices attached.

14. **How do I access SincPay?**

    Visit www.paysinclair.com

15. **Can I pay all my invoices at once?**

    Yes, when paying your invoices, there is a check box you can select to pay all invoices at once

16. **Can I pay individual invoices?**

    Yes, you can choose to pay one invoice at a time.

17. **Can I manage users on my account?**

    Yes, under User Management you can add, edit, and remove users as well as reset user passwords.

18. **Who should I contact with any issues?**

    Please reach out to the Sinclair Portal Datacenter (portaldatacenter@sbgtv.com) with any questions or encountered issues.

19. Will there still be a $20 convenience fee with every payment?

Yes, each individual payment will have a $20 convenience fee. It will benefit you to pay multiple invoices at one time.

20. Can we adjust the payment date?

No, the system will automatically default to the current days date and cannot be adjusted.