



LEAGUEPALS FAQ

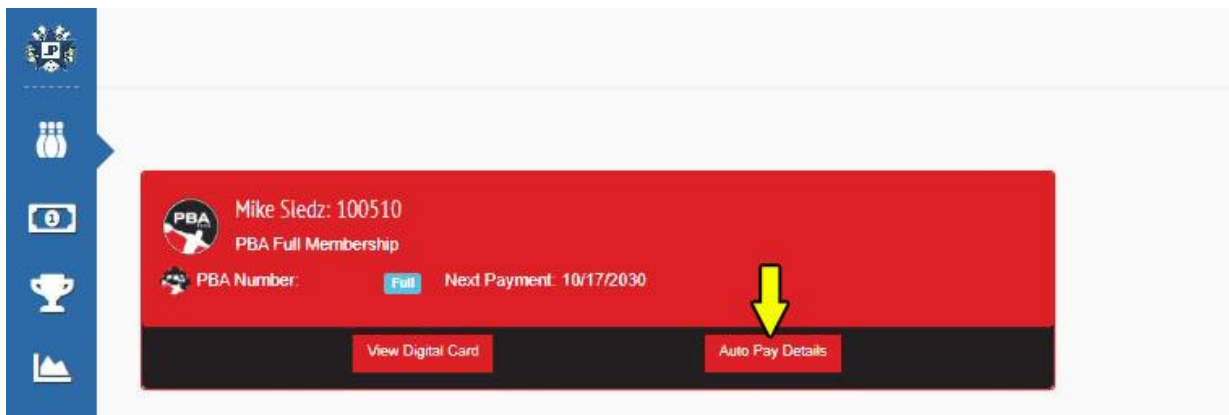
Rev. 9/19/25

Q: I received an email from LeaguePals stating that my payment card was declined for my dues. What do I need to do?

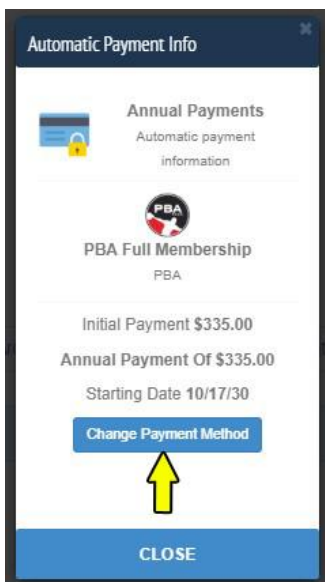
A: If your stored payment card is declined for dues, you will need to add a new payment card (even if it is the same one) in order to process your missed payment and reset your dues auto-payments.

Please follow the steps below:

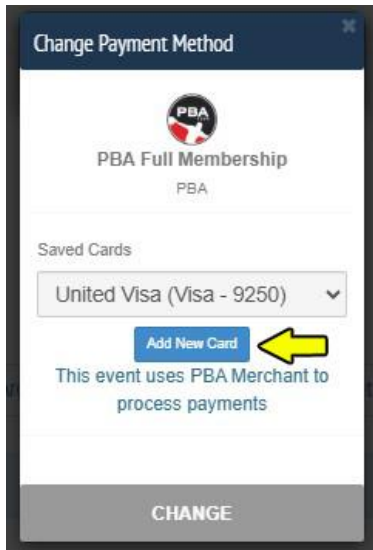
1. Log into your LeaguePals account.
2. Click on the box showing your PBA membership details, then click on “Auto Pay Details”



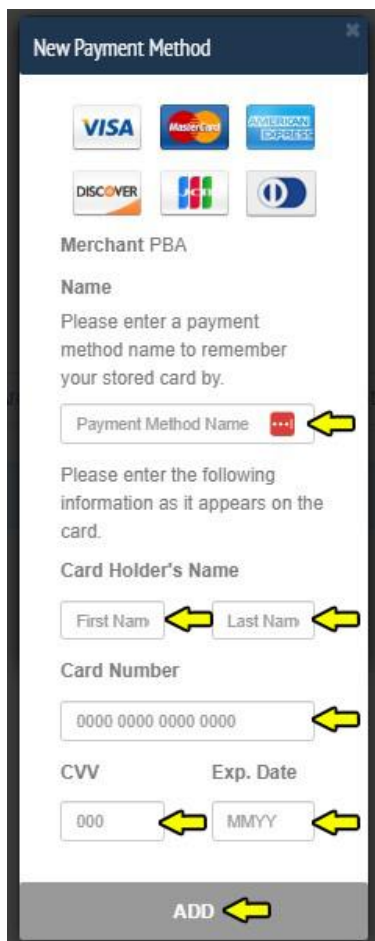
3. When the pop-up appears, click on “Change Payment Method”



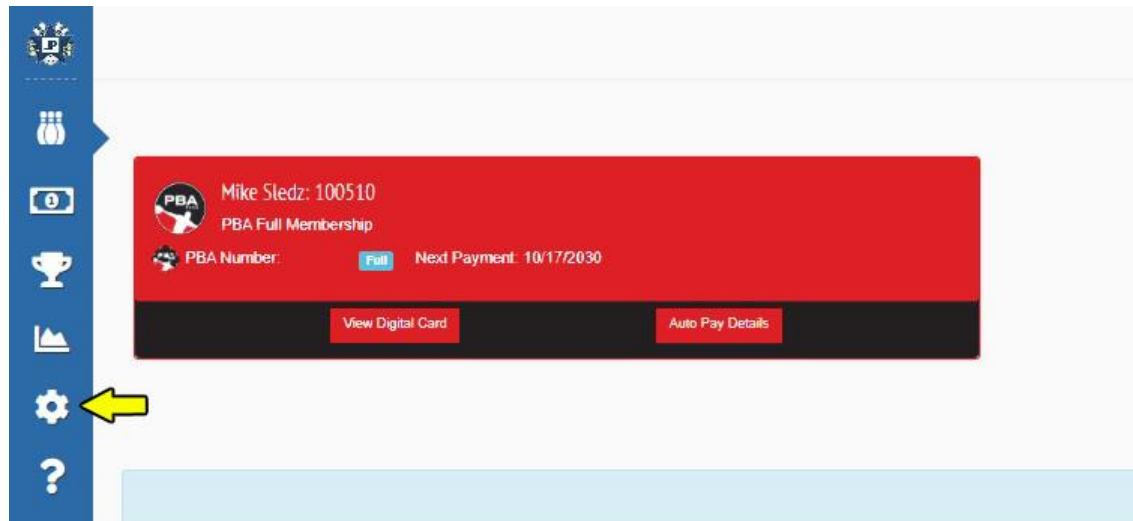
4. On the next screen click on **“Add New Card”**



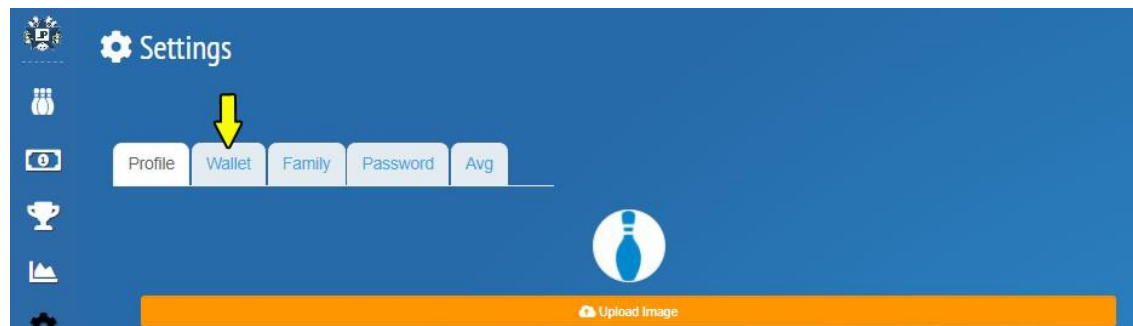
5. Add the details of the new payment card you are adding.
- In the **“Payment Name”** field, make sure you add a name that easily describes your card for you (“My Visa”, Dues Visa”, etc.)
 - If you are re-adding a previously stored card, make sure you name it something different.
 - Once all fields have been added, click on **“Add”**



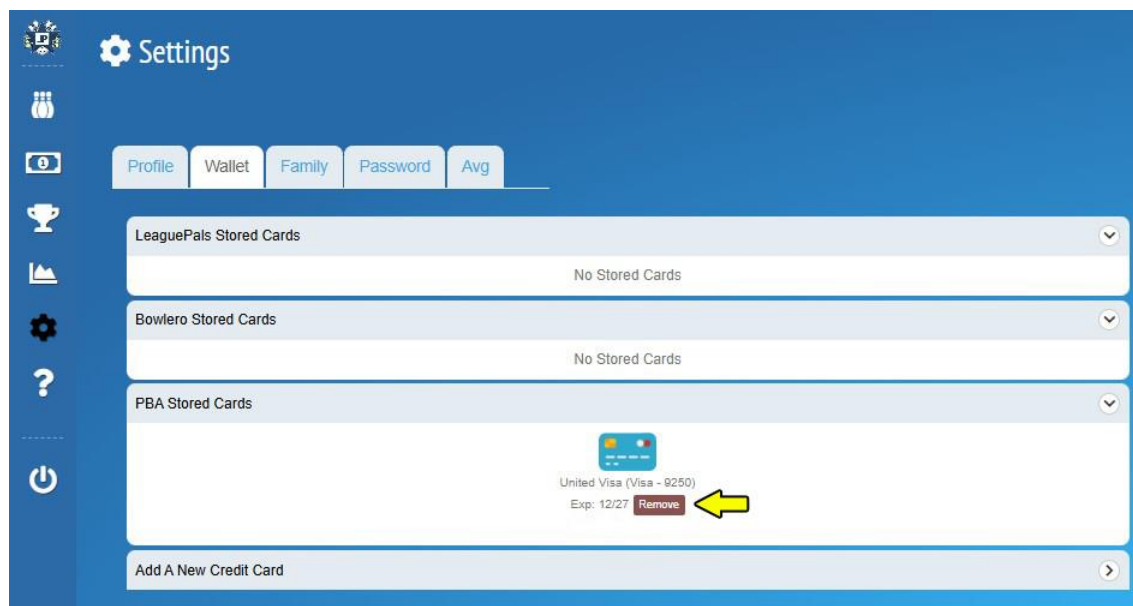
6. The next step is to DELETE the previously stored card. On your PBA LeaguePals dashboard, click on the “Settings” gear icon.



7. On the next screen click on the “Wallet” tab.



8. Find the card that you’d like to remove and click on “Remove”



Q: Why have none of my recent dues payments been processed?

A: Here are a few of the reasons why your recent dues have not been charged in LeaguePals:

NO VALID CREDIT/DEBIT CARD IN YOUR PBA WALLET, OR CARD STORED IN INCORRECT WALLET

In order for a dues payment to be processed or to make a payment for a tournament entry fee, you **MUST** have a valid payment card in your PBA Wallet in LeaguePals. The most common issue is that you may have a stored payment card in your PBA Wallet or you have stored your payment card in an incorrect wallet. Please see below for instructions on how to add or remove payment cards.

ADDING A PAYMENT CARD TO YOUR PBA WALLET

If you do not have a payment card in your PBA Wallet please follow the steps below:

Log into your PBA account in LeaguePals

- Click on the “Wallet” tab
- Scroll down to the “New Payment Method” section
- On the drop-down under “Merchant”, select “PBA”
- Enter the payment card information as requested
- Click on “Add Card”

The screenshot shows the LeaguePals interface with the 'Wallet' tab selected. The 'LeaguePals Stored Payment Methods' section shows 'No Stored Cards'. The 'PBA Stored Payment Methods' section shows a VISA card with an expiration date of 05/20 and a 'Remove' button. The 'New Payment Method' section is highlighted with a red arrow. It features a 'Merchant' dropdown menu with options: Leaguepals, Leaguepals (selected), Bowlero, and PBA. Below the dropdown, there are input fields for 'Card Holder's Name' (First Name, Last Name), 'Card Number' (0000 0000 0000 0000), 'CVV' (000), and 'Exp. Date' (MM/YY). A red arrow points to the 'Add Card' button at the bottom.

MY PAYMENT CARD IS NOT IN THE PBA WALLET

If you have a card stored in an incorrect wallet please follow the steps below:

- Log into your PBA account in LeaguePals
- Click on the “Wallet” tab
- Click “Remove” below the card that is stored in the incorrect Wallet
- Scroll down to the “New Payment Method” section
- On the drop-down under “Merchant”, select “PBA”
- Enter the payment card information as requested
- Click on “Add Card”

The screenshot shows the LeaguePals interface with the 'Wallet' tab selected. It displays two sections: 'LeaguePals Stored Payment Methods' (No Stored Cards) and 'Bowlero Stored Payment Methods' (with a 'Remove' button). The 'New Payment Method' section is active, showing a dropdown for 'Merchant' with 'Leaguepals', 'Bowlero', and 'PBA' options. The 'PBA' option is selected. Below the dropdown, there are fields for 'Card Holder's Name' (First Name, Last Name), 'Card Number', 'CVV', and 'Exp. Date'. An 'Add Card' button is at the bottom.

NO RECURRING AUTO-PAYMENT PLAN SET UP

During the transition from R2 to LeaguePals, most PBA Members were had their recurring payment dates set up properly. Unfortunately there instances were some Members did not have a monthly or annual payment date enabled.

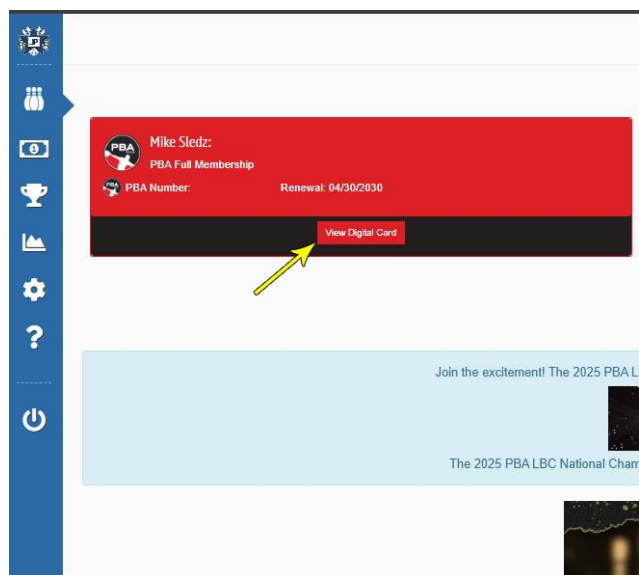
You can easily check this and enable your Auto-Pay yourself.

- Log into LeaguePals
- Click on “Dues”
- You should see a PBA Membership listed under your dues with an “Auto Pay” icon to the far right
- Click on the “Auto Pay” icon to set-up your Auto-Pay

If for some reason your Auto-Pay is enabled and dues have still not been paid, please contact Mike Sledz at msledz@pba.com or LeaguePals Support at support@leaguepals.com

Q: How do I find my PBA Digital Membership Card?

A: When you are on your dashboard in LeaguePals, you will see a box with your membership information. Click on the button “View Digital Card” and your card will appear. (If the button is not visible, click on the box with your membership info and it should appear.)



Q: Why does my PBA Digital Membership Card not have an expiration date?

A: Technically your PBA Membership does not expire so expiration dates are not used in LeaguePals. If you are on a monthly dues payment plan, your dues will continue to be charged each month until you request termination of your PBA Membership. If you are on an annual dues payment plan, you will see a “Renewal Date” in your PBA profile which is the date your annual dues will be charged.

Q: My Digital PBA Membership Card doesn't show a bar code – what should I do?

A: The first thing to try is to logout of LeaguePals entirely, refresh your device, then log back into League Pals and retrieve your PBA Digital Card again.

If that doesn't resolve the issue it could be that for some reason your PBA Membership is inactive. In most cases the cause will be that you have missed dues payments due to a decline on your card or not having a valid payment card in your PBA Wallet. If everything appears to be in order, please contact Mike Sledz at msledz@pba.com or LeaguePals Support at support@leaguepals.com

Q: I am trying to enter a tournament but LeaguePals is charging me the non-member entry fee.

A: If you are 100% certain that your PBA Membership is up-to-date, please reach out to the Regional Director for the tournament you are trying to enter. If he is unable to find the solution he will contact LeaguePals Support for assistance.

Q: I cannot log into my PBA account in LeaguePals.

A: Please make sure you are logging in using your PBA# and the email address associated with your PBA account in LeaguePals. If you need assistance logging into LeaguePals, please contact LeaguePals Support at support@leaguepals.com

Q: I currently pay my dues monthly but would like to switch to annual. What do I do?

A: In the future switching from monthly to annual (or annual to monthly) will be a feature that a PBA Member can complete in LeaguePals. For now, if you would like to make that switch please send a request to Mike Sledz at msledz@pba.com