Account and billing

Tiers, the V2 subscription flow, the platform fee, and account deletion.

Up to date as of v1.32.0

CONTENTS

• Tiers
• Subscribing
• Platform fee
• Store and credits
• Deleting your account

Tiers

RCIC App ships two tiers. Basic is a free tier covering Bookings, Events, Personal Invites, Q&A, Written Consultations, Single Bills, the Store, Secure PDF Tools (all eleven sub-tools), the Fax module, Let's Coordinate (both submodules), Intake Forms, the AI Assistant (with a smaller daily quota), and the in-dashboard help chat. Premium is a paid tier that unlocks Service Agreements, Transfer Room, Active File Review, Co-Counselling Agreements, the runtime multilingual booking-page translation into eight further languages, paid AI surfaces (the Service Agreement AI Audit), and the larger daily AI quota.

Subscribing

Settings ’ Billing opens the V2 subscribe flow. You pick a cadence (monthly or annual; the annual price is roughly the monthly price times ten — two months free). Stripe Checkout takes the payment; the webhook upgrades your tenant tier immediately. Existing Stripe customers reuse the same Stripe customer record. The Subscribe button is hidden when you already have an active subscription; if a paid signup abandoned the Checkout flow, you can re-enter through the carve-out path that the page detects automatically (a sub-orphan state).

Referral credit and the referral discount. While the referral program runs, a firm's Owner finds it under Referrals in the sidebar. For 12 months after a firm you refer creates its account, you earn credit equal to 20% of what it pays for RCIC App, before tax, and that firm gets 10% off. Each credit becomes usable 45 days after the payment it came from, and is then applied automatically to your next RCIC App bills; any remainder carries forward, and taxes are calculated after the credit. Credit has no cash value, is never paid out or transferred, and does not apply to the platform fee or the Store. The full rules are in section 4A of the terms of service.

Platform fee

Stripe-collected payments carry a tiered platform fee. Basic tenants pay 1% on the first $5,000 CAD per month of Stripe-processed payments and 0% above that cap. Premium tenants pay 0% always. The monthly cap window is measured in your tenant timezone. Per-tenant overrides exist for special arrangements and are flat-no-cap by design. The fee is collected via Stripe's application_fee_amount on each charge; offline-paid markers (e-Transfer, cheque, wire, cash) carry no platform fee because Stripe never processes them.

Store and credits

The Store carries pay-as-you-go items priced in points (1 point = $1 CAD). Top-ups land in six fixed tiers ($10/$20/$50/$100/$500/$1000) with bonus points increasing as you buy more. The wallet is split between purchased points (refundable at account closure at 95% of unspent paid points plus the proportional GST/HST on that portion) and bonus/admin-grant points (non-refundable). Spend follows nonrefundable-first allocation so the refundable portion is maximised at closure. Store credit cannot be applied to a SaaS subscription invoice — it covers in-app purchases (Stripe top-ups for fees, paid AI reviews, demo bookings, fax credits, training credits) only.

Deleting your account

Settings ’ Delete account triggers a tenant lifecycle event. Active Service Agreements warn you with a CICC retention notice; ongoing subscriptions cancel; an unspent paid-points refund is computed and queued to Stripe if a single Payment Intent covers the wallet (multi-PI cases route to operator review). The dashboard becomes unreachable on confirmation; a ninety-day purge window follows during which the account is recoverable on request. After ninety days the data is gone — back up anything you want to keep before you confirm.