

Account and billing

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

Up to date as of v1.29.0

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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).

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/referral/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.