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Table of Contents

Who will be providing the advice for Life Coaching?	2
How long is one Life Coaching session? Can my problems be solved in one session?	2
What kind of issues do you deal with Life Coaching?.....	2
When is Life Coaching a good choice?	2
When Life Coaching not a good choice?.....	3
How is the communication confidential and private through Life-Coaching?.....	3
How do I pay for all services and products?.....	3
I didn't receive a confirmation or purchase of any product (Life Coaching, eBooks, etc) within 48 hours. What do I do?.....	4
I would like to sign up for a workshop or retreat. I don't see any pricing or dates scheduled on the calendar. Now what?.....	4
I am not receiving my WOWs (Words of Wisdom) or newsletter?	4
I have not received my free Audio or free article?	4
I want to unsubscribe to newsletter, WOW or any other mailing lists. How can I do this?	5
I have not received my eBook?	5
I have a billing issue!	5
I have signed up for Life Coaching. When can I expect a call?.....	5
How does Life Coaching work and how do I begin?.....	6
How long is one Life Coaching session? Can my problems be solved in one session?	6
Will I be reimbursed if I contact my advisor for Life Coaching?.....	6
How do I sign up for WOWs (Words of Wisdom)?	6
How do I sign up for newsletter?	7
How do I sign up for free audio?.....	7
How do I sign up for free articles?.....	7
Do you have payment plans available?	7
I am scheduled for a workshop, but I need to reschedule?	7
I am scheduled for a workshop, but I need to cancel?	7
I am scheduled for a retreat, but I need to reschedule?	8
I am scheduled for a retreat, but I need to cancel?.....	8
I am interest in scheduling a workshop? When are monies due?	8
I am interest in attending a retreat? When are monies due?	8
What is included with a workshop? Retreat?.....	8
I have Life Coaching sessions but Meredith is not answering?	8
I signed up for a retreat or workshop but it is in a different state?!	9
How can I see what has been purchased?	9
I would like to submit testimonial. How can I do that?	9
I have an issue!	9
Meredith's Info.....	9

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Who will be providing the advice for Life Coaching?

Meredith Bromfield will be providing the services for Life Coaching. She also has an in-network group of professionals/experts as well as out-of-network professionals/experts she can recommend.

How long is one Life Coaching session? Can my problems be solved in one session?

The length of the Life Coaching session(s) truly depends on the individual situation and how comfortable you are in “talking” about it and open to receiving un-biased advice. Please be assured again that you can talk freely to us without being judged. In our experience, we have found sometimes one session is all that is needed. But this is not the case for everyone. We suggest you try one session for free and if you then wish to continue, you can purchase additional sessions.

At the end of the initial Life Coaching session, Meredith will provide a “first-step exercise” you to work on for the week and suggest a continuing package for you if she feels that additional advising is needed. It could be one more additional session or it can be many. It is unique for everyone and each issue/problem.

What kind of issues do you deal with Life Coaching?

Meredith has the ability to advise on a broad range topics. The advising is always tailored to your needs. It all depends on your ability to open up to her and what you would like to achieve.

Some examples of the topics that can be covered in counseling are:

Trust Issues	Marriage	Anger and depression	Relationship Advice
Self Esteem	Abuse/Boundary Issues	Intuition Skills	Personal Growth
Caregiving/Caretaking	Life and Career Coaching	Communication Skills	Work and Career
Grief and Loss	Spiritual Development	Real Estate	Stress Management
Family Issues	Codependency and Attachment	Emotional Therapy	Emotional Intelligence
Financial	Post Traumatic Stress Disorder	Intuitive Counseling	Food and Body

Again, this is not an all-inclusive list.

When is Life Coaching a good choice?

Life Coaching through Meredith may be done via telephone or may be done in-person. It will be determined during initial discussions. Coaching through the telephone and via e-mail can be very nice because if you feel better “talking” to someone about your issues/concerns/problems rather than writing down these feelings you can. It adds a “human factor” but yet still adds some privacy and allows you to be in the comfort of your own setting nor anxiousness about in-person advising.

It is also a good choice for people who have difficulty getting to a counselor, are isolated, have a busy schedule, who are uncomfortable or anxious about face-to-face advising, have physical

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limitations, prefer the privacy, or just prefer the telephone as a convenient and relaxed mode of communication.

When Life Coaching not a good choice?

While there are many benefits of online or phone advising, it is not appropriate for everyone and cannot replace existing therapy or medical treatments.

With specifics to online advising, it does not allow for interpretation of voice tone, body language, and other forms of non-verbal communication that are a part of traditional therapy. Furthermore, there may be technical difficulties, which may delay responses.

Specific situations not appropriate for Life Coaching:

- If you have an emergency, if you feel suicidal, homicidal, or like you want to hurt yourself or someone else, IMMEDIATELY call 911 or your doctor, or go to the nearest emergency room!
- If you have any psychotic symptoms (hallucinations, delusions, thought disorganization), IMMEDIATELY call 911 or your doctor, or go to the nearest emergency room!
- If you need intense support or hospitalization, please contact your doctor.
- If you are addicted to drugs or alcohol or if you have a psychiatric illness, please contact your doctor.
- If you need a medical diagnosis or a prescription.

If you have used our services and Meredith is unable to help you for any reason, she will refund your money and assist you in finding someone in your area to help you.

How is the communication confidential and private through Life-Coaching?

Meredith Bromfield & Crossing Your Bridge will never give your information to anyone. We practice the ethical guidelines of the American Psychological Association to maintain the strictest confidentiality. All names and personal information are never given to other parties for any other use, including marketing and promotional purposes. The only exception is danger to self or others, as is true in any case where you see a therapist.

When you submit your Life Coaching responses it's electronically sent to a secured area, from where it's immediately retrieved. After you end your session, you have the option of us holding your account for 60 days, in case you choose to have another session, before being closed and all information is removed from the computer system. No information is stored after that time. Or you have the option of having us only maintaining your contact name/alias provided an e-mail to be included on future offers and updates from Meredith. Or you have the option of having all information removed immediately.

How do I pay for all services and products?

You can make your payment by using your Visa, MasterCard, Discover/Novus and American Express or directly withdrawn from your account through PayPal. Using PayPal is free and signing up for an account is optional. PayPal accepts payment in various currencies.

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Meredith Bromfield nor Crossing Your Bridge does not any have access to your financial information. Meredith will only get notification of your payment, and this serves also as verification of your identity to prevent fraudulent use of your card or account.

Or if you have any questions, you can always email us at info@crossingyourbridge.net

I didn't receive a confirmation or purchase of any product (Life Coaching, eBooks, etc) within 48 hours. What do I do?

If you have not received a response within 48 hours, our email has not been allowed into your inbox. Please contact us immediately at info@crossingyourbridge.net

The most likely reason you have not received a response from Meredith Bromfield or Crossing Your Bridge is due to email servers that may block our email to you or if you have spam software, our email may be filtered into a folder other than your inbox. To prevent this from happening, add us to your trusted list of senders, contacts and address book (ex. add info@crossingyourbridge.com and Meredith@MeredithBromfield.com to your address book.)

I would like to sign up for a workshop or retreat. I don't see any pricing or dates scheduled on the calendar. Now what?

All of our workshops are customized. We have designed the workshops to have different levels of interaction. The longer the workshop, the greater the opportunity for active participation. The workshops can be adapted to small (typically 10 or less people), medium and large groups. All workshops can be adapted to any time slots. Simply email Meredith at Meredith@MeredithBromfield.com and she will work with you on setting up a customized workshop for your needs.

I am not receiving my WOWs (Words of Wisdom) or newsletter?

If you have not receive your WOW on the Monday of each week or your newsletter by the 10th of the month, the most likely cause is that our email has not been allowed into your inbox. Please contact us immediately at info@crossingyourbridge.net

The most likely reason you have not received a response from Meredith or Crossing Your Bridge is due to email servers that may block our email to you or if you have spam software, our email may be filtered into a folder other than your inbox. To prevent this from happening, add us to your trusted list of senders, contacts and address book (ex. add info@crossingyourbridge.net and Meredith@MeredithBromfield.com to your address book.)

I have not received my free Audio or free article?

If you have not received your free audio or article within 24 hours, the most likely cause is that our email and delivery of the item has not been allowed into your inbox. Please contact us immediately at info@crossingyourbridge.net

The most likely reason you have not received a response from Meredith or Crossing Your Bridge is due to email servers that may block our email to you or if you have spam software, our

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email may be filtered into a folder other than your inbox. To prevent this from happening, add us to your trusted list of senders, contacts and address book (ex. add info@crossingyourbridge.net and Meredith@MeredithBromfield.com to your address book.)

I want to unsubscribe to newsletter, WOW or any other mailing lists. How can I do this?

We will be sad to see you go and would truly appreciate it if you could e-mail us or call us and let you know why you have decided to remove yourself. We want to be sure each and every one of our subscribers and customers are happy and this is partly made possible by feedback from you.

If you would like to remove yourself from a mailing list, please email us at info@crossingyourbridge.net and include the following:

1. "Unsubscribe" in the subject line
2. Your e-mail address
3. The lists in which you would like to be removed

You will receive confirmation with in 48-72 hours and all mailings should cease within 5 business days.

Or you may simply use the unsubscribe feature through our provider, Constant Contact

I have not received my eBook?

If you have not received your eBook within 24 hours, the most likely cause is that our email and delivery of the item has not been allowed into your inbox. Please contact us immediately at info@crossingyourbridge.net

The most likely reason you have not received a response from Crossing Your Bridge is due to email servers that may block our email to you or if you have spam software, our email may be filtered into a folder other than your inbox. To prevent this from happening, add us to your trusted list of senders, contacts and address book (ex. add info@crossingyourbridge.net and Meredith@MeredithBromfield.com to your address book.)

I have a billing issue!

Please email us immediate at info@crossingyourbridge.net Do not include any personal information (ex. credit card numbers or account information). But please include the following:

1. Your first and last name
2. Your e-mail address
3. Detail of your issue

I have signed up for Life Coaching. When can I expect a call?

You can expect a phone call within 24-72 hours of your submission for your first Free Session/purchase. If you have not, please contact info@crossingyourbridge.net

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How does Life Coaching work and how do I begin?

Once you have submitted your request, our automated system will contact you within 24-72 hours. Meredith will most likely call and email you some questions to start the session (an assessment)

When you begin your conversation on the phone with your advisor, please take the time to present your situation clearly and include as much detail/information/background as you can. Be sure to fill out the assessment and send it back to Meredith prior to your first discussion. Always keep in mind that you will never be judged and any information provided is strictly confidential.

Based on Meredith's recommendations and your acceptance of a plan, you will be sent a bill for future services.

How long is one Life Coaching session? Can my problems be solved in one session?

Your first 20 minutes will be at no charge. The length of the Life Coaching session truly depends on the individual situation and how comfortable you are in talking about it and open to receiving un-biased advice and how many additional minutes you have purchased. Please be assured again that you can talk freely to us without being judged. We suggest you try 20 minutes for free and if you then wish to continue, you can purchase sessions.

At the end of the initial Life Coaching session, Meredith will suggest a continuing package for you for your issues/problem if she feels that additional advising is needed. The suggested number of sessions may vary. And it is completely up to you if you would like to continue and how many additional sessions you would like to continue for. It is unique for everyone and each issue/problem.

Will I be reimbursed if I contact my advisor for Life Coaching?

No, you will **not** be reimbursed for your telephone charges if you contact your advisor.

At the end of each Life Coaching session call, you and Meredith will set-up the next session. If you are not able to make a phone session, you may call Meredith but you will not be reimbursed for your telephone charges. You may also e-mail Meredith to notify of your recent unavailability (she will provide you with the best contact method). Worst case, Meredith will call at planned time and you just simply do not answer.

Also keep in mind that if you are using a cell phone, your minutes on your individual cell phone plan will be reduced.

How do I sign up for WOWs (Words of Wisdom)?

Submit your name, email address and choose the WOWs you would like to subscribe to. WOWS are typically delivered every Monday. If you have not received a WOW one week after subscribing, please contact info@crossingyourbridge.net Be sure to add

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info@crossingyourbridge.net and Meredith@crossingyourbridge.net to your email programs contact/address book.

How do I sign up for newsletter?

Submit your name, email address and choose “newsletter”. Newsletters are typically emailed monthly by the first Thursday of every month. Be sure to add info@crossingyourbridge.net and to your email programs contact/address book.

If you have not received the newsletter by the 10th of the month, please contact info@crossingyourbridge.net

How do I sign up for free audio?

Submit your name and e-mail address and if asked, which free product you would like. Within 24-72 hours the audio files will be emailed to you. Be sure to add info@crossingyourbridge.net to your email programs contact/address book.

If you have not received your audio file within 72 hours, please contact info@crossingyourbridge.net

How do I sign up for free articles?

Submit your name and e-mail address and if asked, which free product you would like. Within 24-72 hours the audio files will be emailed to you. Be sure to add info@crossingyourbridge.net to your email programs contact/address book.

If you have not received your audio file within 72 hours, please contact info@crossingyourbridge.net

Do you have payment plans available?

For information about payment plans, keep contact info@crossingyourbridge.net

I am scheduled for a workshop, but I need to reschedule?

Call Meredith by 5 days prior to your event to avoid any rescheduling fees (varies). Also send an email to info@crossingyourbridge.net

My goal is to help you so we would like to figure out a time that you can make it!

I am scheduled for a workshop, but I need to cancel?

Call Meredith by 5 days prior to your event to avoid any rescheduling fees (varies). Also send an email to info@crossingyourbridge.net

My goal is to help you so we would like to figure out a time that you can make it!

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I am scheduled for a retreat, but I need to reschedule?

Call Meredith by 5 days prior to your event to avoid any rescheduling fees (varies). Also send an email to info@crossingyourbridge.net

My goal is to help you so we would like to figure out a time that you can make it!

I am scheduled for a retreat, but I need to cancel?

Call Meredith by 5 days prior to your event to avoid any rescheduling fees (varies). Also send an email to info@crossingyourbridge.net

My goal is to help you so we would like to figure out a time that you can make it!

I am interest in scheduling a workshop? When are monies due?

Workshops are created on an individual/group basis. Typically, we will ask for a deposit to hold the date, ½ of the fees due 5 days prior to your event and the remaining fees due the day of the event, prior to starting. Additional questions call Meredith Bromfield or email info@crossingyourbridge.net

I am interest in attending a retreat? When are monies due?

Retreats are created on an individual/group basis. Some retreats are provided by Meredith or Crossing Your Bridge and some are created from our partners. You will need to contact the organizer of your retreat for specific information. Typically, we will ask for payment prior to event day. Additional questions call Meredith Bromfield or info@crossingyourbridge.net

What is included with a workshop? Retreat?

Workshop and retreats are created on an individual/group basis. Some retreats are provided by Meredith or Crossing Your Bridge and some are created from our partners. For those that are not organized by Meredith or Crossing Your Bridge, you will need to contact the organizer for specific information. For those workshops or retreats organized by Meredith you can view the workshops page for more information. Past retreats have included, besides the speaker, massages or foot detoxifications. Past workshops have included, besides the speaker, hand-outs and a small snack. Please call Meredith Bromfield or email info@crossingyourbridge.net

I have Life Coaching sessions but Meredith is not answering?

First, Meredith will be calling you based on your designated time. If you need to get a hold of Meredith, you can leave her a message or an email to schedule/reschedule a time. In addition, Meredith will set up with you specific “advising” hours of business (typically 9am-6pm, **Mountain**). If you need times other than typical advising times, you need to discuss this with Meredith immediately. Meredith also should notify you if she will not be available for any days. Meredith will resume sessions with you as soon as she returns based on the date/time you arranged.

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I signed up for a retreat or workshop but it is in a different state?!

Meredith and Crossing Your Bridge is located in the surrounding areas of Chicago, IL and Colorado Springs, CO. Please make note of workshop and retreat details and their location. If you live out-of-state and would like to join us, the price of the workshop/retreat **does not** include travel/lodging. This also applies locally (ex. the cost of the workshop does not include your expense to drive to the location).

How can I see what has been purchased?

We currently doesn't have the ability to show your current orders or past orders. At this time, we only provide an auto-generated confirmation of your order to your email address provided. Keep this order confirmation! If you have any questions about your order please contact info@crossingyourbridge.net

I would like to submit testimonial. How can I do that?

Please submit any and all feedback to info@crossingyourbridge.net

Feedback (positive and constructive) are greatly appreciated!

I have an issue!

My goal is to help you. So PLEASE let me know, **immediately**, if you are unhappy with my services. I want to make it better for you and for others. Please contact call me or send me an email info@crossingyourbridge.net

Meredith's Info

630.618.9400

Meredith@MeredithBromfield.com

Meredith@CrossingYourBridge.net