

FAQ RENTAL/VACANT REGISTRATION

WHEN SHOULD AN OWNER CHANGE BE SUBMITTED?

An Owner Change Request should be submitted when the current owner shown listed on the registration is incorrect.

WHEN SHOULD A DEREGISTRATION BE SUBMITTED?

A Deregistration request should be submitted if you are the current owner shown listed on the registration, but the property has been sold and is no longer owned by you.

HOW DO I DISPUTE A LATE FEE?

If needing to dispute a late fee, select and pay the registration fees then submit your dispute for the late fees in writing to Support@prochamps.com

HOW DO I DISPUTE A START DATE?

If needing to dispute a registration start date, send a dispute in writing to support@prochamps.com.

HOW COME MY PASSOWRD IS NOT WORKING?

PROCHAMPS user accounts can be accessed by entering the password or passcode. If you are having issues logging in by your password, you may select "Send Passcode." A passcode will then either be sent to your email or delivered by text to your phone.

Once a user has generated a passcode, the passcode remains valid and can be used for all future logins.

If you forget your password or passcode, simply select "Send Passcode" to generate and receive a new passcode.

WHAT IF I ENTERED INCORRECT INFORMATION ON MY REGISTRATION?

If information was submitted incorrect or by mistake, you may choose to Cancel the Registration at any time, if payment has not yet been submitted. If no payments have yet been made, scroll to the bottom of the registration page and select Cancel Registration. After cancelling the registration, you can then choose to re-start the registration.

I SUBMITTED A DISPUTE, NOW WHAT?

When a dispute is submitted, the registration and dispute will be reviewed by PROCHAMPS. Depending on the nature of the dispute, PROCHAMPS may forward your dispute to the community for review. Once a decision has been made, PROCHAMPS will contact you by email providing the outcome of the dispute.