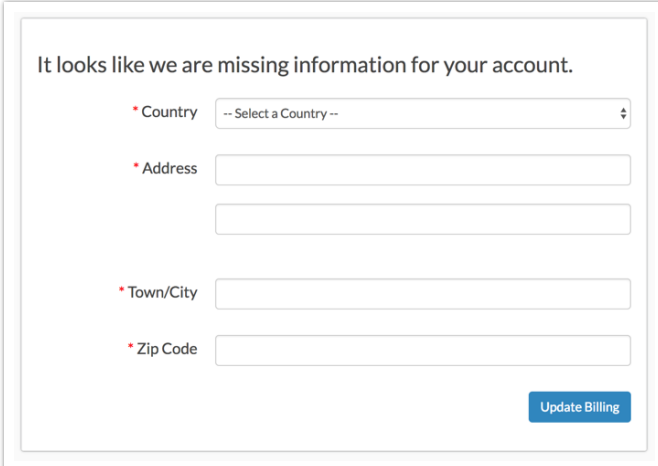


Why am I being asked to fill out address information?

We need this information to ensure that your account is billed correctly and appropriate [taxes](#) and fees are applied.



A screenshot of a web form titled "It looks like we are missing information for your account." The form contains four required fields, each marked with a red asterisk: "Country" (a dropdown menu with "-- Select a Country --"), "Address" (two stacked text input boxes), "Town/City" (a single text input box), and "Zip Code" (a single text input box). A blue "Update Billing" button is located at the bottom right of the form.

If you do not have knowledge of the correct address information for your account, simply click the SG logo in the top left corner to bypass this popup.

But my account is free?

Many of our free customers upgrade, as such, we need this information for billing purposes.

Related Articles