



Simplified Membership & Dues Structure

Frequently Asked Questions for Members

Q) What changes are being made in the dues structure?

A) We are making two changes – first, we are making the dues amounts uniform across the organization (no difference by chapter) and second, we are adding the ability for our members to pay their dues on a monthly basis instead of a lump sum annual payment. Our members and chapters have been asking for the option of monthly dues payments for several years. This allows members to set up their credit card or bank account information in the system and it will automatically be charged every month until the member cancels. You can set it and forget it, without having to deal with the hassle of the renewal process every year.

Q) When does this go into effect?

A) New dues structure goes into effect on January 1, 2016.

Q) What is included in my dues/fees?

A) Please see www.nawbo.org/membership for a full listing of all of the member benefits. Different levels of benefits are available depending on which membership category is chosen

Q) What if I just renewed my membership for a year? Will I be subject to the new rates immediately?

A) No, you will not need to make a change until your current membership is up for renewal. At that time, you will change to the new structure and rates.

Q) Will I have the choice to pay my membership dues monthly or annually?

A) Yes, you will have the choice, although we recommend that you change to monthly payments, so you can set it and forget it.

Q) What happens if I miss a monthly payment? Will my membership lapse immediately? Is there a reinstatement fee?

A) If your credit card is declined or expired, the system will send you a notification and you will have 30 days to log into the system and update the information before your membership is considered lapsed. After 30 days, you will have to pay a \$25 reinstatement fee.

Q) Will my personal and credit card information be secure?

A) Absolutely. Secure Sockets Layer (SSL) is a protocol that transmits private documents via the Internet. SSL uses an cryptographic system that uses two keys to encrypt data – a public key known to everyone and a private or secret key known only to the recipient of the message. Most Web browsers support SSL, and many websites use the protocol to obtain confidential user information, including credit card numbers.

Q) What happens if a payment is declined on the monthly membership?

A) The payment system will automatically notify the member of the inability to process payment and give the member 30 days to correct the payment information before the membership is considered dropped. A follow up email will also be sent by National to the member two weeks prior to the membership being dropped.