

# New Application Process FAQ

1. Will current club members have to reenroll in the new system?
  - **No. They will simply have to claim their membership and input their preferred method of payment once their installation goes live.**
2. Will Chase Credit Cards continue to provide the same benefits members currently receive?
  - **It is our understanding base on the Chase timeline that they will communicate in June their new benefits packs to current credit card holders.**
3. Aside from new applications, will Clubworks continue to run the same?
  - **Yes. For now all other functionalities it will continue to work as normal. Once we part ways with Chase we will no longer be using Clubworks.**
4. Will there be an advertising piece come out to inform our customers of the CMP change?
  - **Yes. Direct mailers will be sent out to our members prior to 1 Aug 17.**
5. Will AFSVA provide the temporary club card or does the base marketing have to design one?
  - **The clubs can continue to use their current temporary cards. If your club doesn't have one AFSVA can provide you with a template upon request.**
6. Who will handle the billing of membership dues?
  - **For current members; Chase will continue to bill dues as normal. For all new members as of 4 March 17; AFSVA will handle the billing of those individuals. On 1 Aug 17 when all the installations go live with MemberPlanet and members claim their membership they will all be billed through MemberPlanet.**
7. What will the "card choices" be? i.e. will there be a credit card option offered via another bank (Citibank or ?) or only a AFSVA Club managed card.
  - **When we say "Card of Choice – Top of the Wallet" we mean the member can use their card of choice to pay for their club dues; Visa, MasterCard, eChecks**
8. What will happen to the current Club member's cards via CHASE?
  - **They will be issued a new card through Chase NOT associated with AF Clubs. Members will not be able to use their old club cards 60 days after 1 Aug 2017 or when a member activates their new non club Chase credit card (as it has been explained to us from JP Morgan Chase Bank)**
9. How will the Club track new memberships to confirm that the member is paying dues (monthly, quarterly, semi-annually, and annually)?
  - **AFSVA will be utilizing a dues tracking program. This is only a temp process until your installation goes live with Memberplanet.**
10. Will the club be issuing the club card or AFSVA?
  - **The club will issue the temporary card.**

11. Will the new cards not be MasterCard's?
  - **No. These new temp cards are not tied to any MasterCard (credit card).**
12. Will you be able to use the card off base or is it like the proprietary card good only in FSS?
  - **No. It is only a membership, not a credit card.**
13. How are we supposed to handle transfers in?
  - **Transfers will be handled as they are currently being done. Although Chase is not excepting new membership applications, we still have the ability to accept transferred members through Clubworks until the contract is over on August 31st of this year.**
14. How are all current members going to be switched over to the club card?
  - **When your installation goes live with MemberPlanet all member profiles will already be in the system. It will be the member's responsibility to claim their membership and enter their method of payment.**
15. Can we start having current members fill out applications?
  - **There is no need to have current members fill out application. Their information will be automatically transferred in to the new system.**
16. Can we start promoting the new club card system?
  - **No. We are currently working the implementation guide and expect to have something out in the very near future.**
17. Will current members still be able to come in and pay dues on their current club card?
  - **Current Members can still pay their dues as they have done in the past. Once MemberPlanet cards are implemented the members will have to opt into the new programs and provide financial information and pay their dues as they have done in the past.**
18. Will new members be able to come to the club and pay their dues here on the new card?
  - **No. Those dues will be billed and collected here (AFSVA).**