

# 2010 Membership Dues Payment Plan (MDPP)

## Frequently Asked Questions

### For Members

**1. Are all members eligible to enroll in the 2010 Membership Dues Payment Plan (MDPP)?**

All active 2009 members, including renewing Architect, Associate, International Associate, and Allied (Institute only) who receive a 2010 dues renewal invoice, are eligible if they meet the requirements for a waiver or deferral of Institute dues under Section 3.03 of National's Rules of the Board. New and reinstated members are not eligible to participate in the 2010 MDPP.

**2. Will members currently enrolled in the 2009 MDPP be permitted to participate in the 2010 MDPP plan?**

Members currently enrolled in the 2009 MDPP program must complete the 2009 installment payments before December 31, 2009, in order to participate in the 2010 payment plan. These members will need to re-enroll online due to component participation for 2010.

**3. How do members enroll in the 2010 MDPP?**

Members are required to enroll online @ [www.aia.org/renew](http://www.aia.org/renew). Here, each member will be asked to complete an online enrollment authorization allowing The American Institute of Architects to debit his or her credit card and stating the member's eligibility to participate in the plan under rules governing the waiver or reduction of dues payments for 2010.

**4. When does enrollment into the 2010 MDPP begin?**

Enrollment in the 2010 MDPP begins on January 4, 2010.

**5. When does enrollment into the 2010 MDPP end?**

The last day to enroll in the 2010 MDPP is April 30, 2010.

**6. When will the monthly installment charges be debited?**

The monthly installment payments will be debited on or around the last day of each month beginning in January and ending in June of 2010.

**7. What are the terms of the 2010 MDPP?**

The installment term for the 2010 plan will be for six months only, starting January 4, 2010, and ending June 30, 2010. Members may enroll into the plan prior to April 30, 2010. Full payment of 2010 dues must be completed by June 30, 2010.

**8. What is the cost to participate in the 2010 MDPP?**

Members enrolled in the 2010 MDPP must pay a service fee of \$17.25 to help cover the costs of administering the plan. This service fee will be paid in equal installments over the course of the payment plan.

**9. Can members enroll in the 2010 MDPP and pay by check?**

No, unlike the installment plan offered in 2009, the 2010 MDPP requires members to enroll using a credit or debit card only.

**10. Will the monthly installment amount include all three levels (local, state, and national) of AIA membership dues?**

Yes, provided that the local and state components have not opted-out of the 2010 MDPP. In the event that a member's local or state component has opted-out of the 2010 MDPP, the member may enroll into the 2010 MDPP for his or her national dues amounts only. Members enrolling into the National dues-only payment plan will be required to pay their state and local dues in full. The first installment payment will consist of 1/6<sup>th</sup> of the national dues amount and 1/6<sup>th</sup> of the service fee.

**11. Can the monthly installment amount include applicable supplemental dues payments?**

Yes, local and/or state supplemental dues may be paid in equal portions throughout the duration of the plan. Members who incur local or state supplemental dues charges are required to complete the online Supplemental Dues Liability form during the enrollment process.

**12. If a member's local and state components have opted-out of the 2010 MDPP, what options are available to the member for paying his or her 2010 dues?**

Should a member's state or local component opt out of the program, the member will be able to participate in the MDPP program for National dues only. Members enrolling into the National dues-only payment plan will be required to pay their state and local dues in full. The first installment payment will consist of 1/6<sup>th</sup> of the national dues amount and 1/6<sup>th</sup> of the service fee.

**13. How will a member know if his or her local and state components are participating in the 2010 MDPP?**

The 2010 Membership Renewal Invoice will indicate if a member's local and state components are participating in the program.

**14. Will members receive a confirmation that his or her installment payment has been processed?**

Yes, members enrolled in the MDPP will receive an e-mail confirmation for each payment after the members' credit card is charged.

**15. Can a member enroll into the 2010 MDPP prior to January 4, 2010?**

No, to accommodate the development and testing of the online enrollment process, enrollment in the 2010 MDPP does not begin until January 4, 2010.

**16. Can a member that owes a previous balance in addition to 2010 membership dues enroll in the MDPP?**

No, members that owe a previous balance are not eligible to enroll in the 2010 MDPP until the previous balance is paid in full.

**17. Does enrolling in the MDPP program preclude a member from receiving a membership dues amendment (hardship waiver) reduction in 2010?**

No. A waiver for any of the reasons stated in the rules of the board 3.031 Waiver and Deferral of Institute Dues Payments is annual and renewable upon written request for up to a total of three consecutive years.

**18. If a member has been granted a dues reduction, can he or she enroll in the 2010 MDPP to pay the reduced dues amount?**

No, the member would need to submit an appeal to the AIA Secretary in order to pay the reduced dues amount through the 2010 MDPP.

**19. What happens if a member is enrolled in the 2010 MDPP and does not have sufficient funds/credit available on his or her credit card on the payment date?**

If your payment is not approved on the date when the charge is processed, the AIA will make several attempts for authorization. If the charge is declined, the AIA will notify you by email or phone in order to obtain an alternate payment method of payment.

**20. Is there a minimum monthly payment?**

The minimum monthly payment is 1/6<sup>th</sup> of your membership dues plus 1/6<sup>th</sup> of the \$17.25 service fee.

**21. Will the MDPP be offered in 2011?**

A resolution to offer installment payments for all membership dues, beginning in 2011, will be voted on at the 2010 Annual Meeting in Miami.

**22. Can a member pay a portion of his or her dues without enrolling in the 2010 MDPP?**

Yes, a member can make a partial payment of his or her dues as long as the payment is at least 25% of the total dues amount. Members should speak with their local or state component to make arrangements for partial payments.

**23. Can a member that has paid part of his or her dues enroll in the 2010 MDPP to pay the remaining balance?**

No, it is not possible to pay the remaining balance of the 2010 dues through the MDPP installment plan. The member would be required to submit additional payments by mail or fax, for the 2010 dues, that will be manually processed.

**24. Can a member enrolled into the 2010 MDPP change the credit card used for future installments?**

Members may update or change their credit card account by signing a new authorization form and submitting it by e-mail, fax, or mail to National for processing.

**25. Can a member defer a monthly installment payment to be processed after June 30<sup>th</sup>?**

No, once enrolled, members will not be able to adjust the payment schedule for the MDPP. Members will be dropped from the MDPP program if any payment is not received within 30 calendar days after due date (e.g., because the member's credit card has been declined). In that event, any remaining balance on 2010 dues will become due and payable immediately.

**26. Can a member enrolled into the 2010 MDPP cancel his or her membership and receive a refund of membership dues?**

A member may resign his or her membership at any time during the agreement term. A written request from the member is required in order to resign. The member is obligated to make full payment of prorated dues for the period up to National's receipt of his or her notice of resignation.

**27. Will my 2010 dues invoice show a 2009 balance if I haven't finished paying my 2009 dues?**

The 2010 dues invoice will include the 2009 outstanding dues balance for any member who is not enrolled in the 2009 MDPP. For members enrolled in the 2009 MDPP, the final installment payment will be debited on

December 30, 2009. The outstanding balances dues for installment invoices will not be included on the 2010 dues invoice.

### **For Firms/Employers**

**28. Can a firm pay the dues for a member through the 2010 MDPP?**

Yes, a firm can choose to use the MDPP on behalf of employees. Firms that choose to use the MDPP on behalf of their employees must enroll their Institute members individually online. This must also include the authorized credit or debit account from which each member's dues can be paid.

**29. If a firm that has enrolled in the 2010 MDPP on behalf of its members request a refund when an employee leaves the firm?**

Refund requests will be handled on an individual basis, in consultation with the member's local and state components.

**30. Does a firm that enrolls in the 2010 MDPP on behalf of its employees have to pay the service fee for each member?**

Yes, a firm that chooses to enroll in the 2010 MDPP on behalf of its employees must enroll for each member individually. As such, service fee will be charged in installments for each member enrolled.

### **For Components**

**31. How will members learn of the 2010 MDPP eligibility?**

All members will be mailed a one page renewal invoice with the letter from the President and President Elect. In addition, members with email addresses on file will receive an email notification on their 2010 Membership Invoice with the letter from the President and President Elect. This email will include a PURL (Personalized URL - Uniform Resource Locator) or personalized web page for their 2010 membership invoice. The renewal invoice will provide instructions for all members on how to enroll in the 2010 MDPP online.

**32. Are components required to enroll in the 2010 MDPP?**

All components are automatically enrolled into the 2010 MDPP Program. However, any component that wishes to opt-out of the plan must provide written or oral notification to the AIA Member Services team no later than Monday, October 12, 2009. Components that have not reported their 2010 Call for Dues Rates can provide us their decision before their chapter invoicing begins.

The state component *must* opt-in in order for the local component to participate in the plan. It is not possible to offer the payment plan for the local component tier only.

**33. Are all local components within a state required to participate if the state has enrolled in the 2010 MDPP program?**

No, all local components do not have to participate. So long as the member's state and local components have enrolled, then the member can participate in the plan for all tiers of membership.

**34. What happens if a state or local component (in the same state) opts out of the 2010 MDPP?**

Should the state or a local components opt out of the program, the member will be able participate in the MDPP program for National dues only. Those members enrolling into National-only payment plan will be required to pay their state and local dues in full and enroll into National installment plan with the first installment of their full dues and 1/6 of their service fee (for those members participating at the start of the year). These total payments will be processed upon enrollment into National-only MDPP plan.

**35. How will I know if my members are participating?**

National will provide monthly reports on the MDPP throughout the program's duration.

**36. How will AIA National respond to members asking why their component is not participating in the plan?**

AIA Information Central will direct members to contact their local components. Information Central would prefer not to mischaracterize the various component reasons for not participating.

**37. When can members start to enroll in the 2010 MDPP?**

Member enrollment begins on January 4, 2010.

**38. How long do members have to enroll in the 2010 MDPP?**

Members can enroll into the 2010 MDPP starting on January 4<sup>th</sup> and ending on April 30, 2010.

**39. Why does the plan schedule cover six months instead of nine or twelve months?**

AIA National wanted to make the plan available as soon as possible. Because the first payment is due in January, the plan covers six months and provides the members with a reasonable payment plan option. This six month plan also helps reduce the cash flow restraints on components.

**40. How are supplemental dues being collected through the 2010 MDPP?**

Local and/or state supplemental dues may be added to the payment plan and paid over the six-month period. Members enrolling in the MDPP who incur local or state supplemental dues charges are required to complete the online Supplemental Dues Liability form during the check-out process on aia.org.

**41. Who at AIA National can best answer enrollment questions for the 2010 MDPP?**

Information Central can answer member questions and general component questions about the 2010 MDPP. Detailed component questions should be directed to Cedric Rush, Carol Madden and Suzanne Rogers.

**42. How will components receive their portion of dues payments?**

Revenue distribution will remain the same as it is today.

**43. Will the monthly installment amount include all three levels (local, state, and national) of AIA membership dues?**

Yes, provided that the local and state components have not opted-out of the 2010 MDPP. In the event that a member's local or state component has opted-out of the 2010 MDPP, the member may enroll into the 2010 MDPP for his or her national dues amounts only.