



## Tiered Investment Schedule

### Frequently Asked Questions

#### General Membership

Is there a minimum level at which my business must join?

Yes. Please refer to the tiered schedule for the maximum number of employees allowed at the Business Builder, Business Essential and Not-For-Profit levels of membership. A staff member will be delighted to review the various tiers of investment with you.

After joining, how periodically will I be billed?

Your annual billing is based on an anniversary date cycle. Once you join the Chamber your date of membership will become your anniversary billing date. If you upgrade to a higher tier during the year, then your upgrade date becomes your new anniversary billing date.

How long is my membership? How long will the benefits last?

Your Chamber membership is good for one year starting on the date on which you join or renew your membership. All member benefits due your chosen investment tier must be used within that 12 month period and are not transferable.

What is the best time of the year for me to upgrade my membership? Can I use part of my current membership investment to pay for my upgrade?

#### **If you are a new member:**

After your joined date, there is a grace period of 60 days during which you can upgrade and pay only the difference your chosen new level and your current level. For example, if you join as a Business Builder Investor (\$400) and you want to upgrade to a Business Classic Investor (\$1500), you will pay \$1500 minus \$400 or \$1100 to become a Business Essential member. After the grace period, you will pay the full amount of your new tier and your anniversary billing date will reflect the new investment date.

#### **If you are a current member:**

Anytime during the year is a good time to upgrade. You will be paying the difference between your new tier and the unused portion of your current tier. For example, if you are currently a Business Essential member (\$750) with a renewal date of October 1 and on January 1 you decide to upgrade to the Millennium Partner Pacesetter level (\$2500 tier), you will pay \$2500 minus the part of the \$750 you did not use. You used your membership from October 1 to December 31 (3 months): \$750 divided by 12 months equals \$62.50, multiplied by the number of months used (3 months) equals \$187.50. The \$187.50 represents the used portion of your membership. \$2500 minus \$187.50 equals \$2312.50, which represents the unused portion of your membership. So, you would pay on your new tier (\$2500) minus the unused portion of your new tier amount (\$187.50) for a total upgrade of \$2312.50.

Will my renewal date change if I upgrade?

Yes. Your renewal date will change to the date you upgraded your membership. For example, if you joined in January as a Business Builder Investor and you decide to join in June as a Business Classic Investor, you will be billed as the Business Classic rate in June of each subsequent year. Please note that your tiered membership investment is paid upfront and is non-refundable and non-transferable.



## **Payment Options & Billing**

Is a quarterly or monthly payment option available?

Yes. Chamber members at the Business Builder level and above may subscribe to an Electronic Funds Transfer (EFT) or Automated Clearinghouse (ACH) with the Chamber to set up a quarterly or monthly payment plan. (Transaction fee will be applied).

## **Not-For-Profit Rates**

Is there a non-profit membership rate?

Yes. The non-profit rate applies to community service organizations and Churches defined as 501 (c)(3) with proof of non-profit status. A copy of your 501 (c)(3) letter or a copy of your 990 IRS form will be requested along with your completed membership application and full payment. This membership rate is \$300.

## **Individual Memberships/Affiliated Representative/Associate Member**

I am retired and would like to be a member of the Chamber. How can I join?

A non-business individual membership is available for individuals not engaged in the conduct of business. It is typically used by students and business retirees as well as those affiliated with a member who desire individual promotion such as insurance agents, Realtors, etc. This membership rate is \$200.

## **Member Benefits**

How do I utilize the benefits in my chosen investment tier?

We want you to take full advantage of all benefits. Once you renew or join the Chamber at a chosen level, you will receive a confirmation letter in the mail along with an invoice (if unpaid). At that time you will receive a listing of your accrued benefits. You will also be contacted by a member of the staff of the Chamber who will assist you in understanding the benefits you will receive as an investor in your chosen tier. You will also receive quarterly alerts concerning upcoming programs, projects, and events in which you are entitled to participate. Call the Chamber at (865) 483-1321 to schedule a one-on-one consultation.

Are there individual programs, projects, events, and services available a la carte?

Even though the vast majority of the programs and services are available a la carte, in most cases it is more cost effective for a member to consider upgrading to a higher tier to receive the desired program or service.

Is it true that my membership investment includes sponsorship or advertising credit to be used toward a menu of opportunities?

Yes, depending on your level of membership. Sponsorship allocations are non-refundable and non-transferable. Please contact a Chamber staff member to determine availability and exclusivity.

## **Additional Locations and Subsidiaries**

I have several business locations. What are my options?

If you have more than one location you can buy additional locations a la carte.

Are there criteria to meet to buy additional locations?

Yes. The additional location must have the same name and the same owner.

What is the difference between an additional location and a subsidiary?

An additional location is the same business with the same name and logo, but with a different address. Additional locations can be purchased for a fee. A business is considered a subsidiary if it has a different name, mission/purpose, logo/branding, but is owned by a current Chamber member. A subsidiary membership can be purchased at a 20% discount for any tier of equal or lesser value to the main business.