



## FAQs About Our New Membership Packages

### 1. Why did the BDC change the membership structure?

Membership levels and rates have not been changed in over 13 years. Like many member-based organizations, we are moving to a tiered benefits structure that provides benefits based on investment level and not the number of employees. Our goal is to improve benefits, value and the quality you receive from BDC membership.

### 2. How is the new structure different from the old one?

The tiered structure clearly outlines the list of benefits members receive for each level. The new membership structure is more equitable. The “cookie cutter” formula is outdated. You’ll no longer be charged for services you don’t use and won’t be “punished” for growing your business (by hiring employees).

### 3. Will I still be able to receive benefits that are not included in my selected level?

Even though many of the programs and services are available a la carte, in most cases it is more cost-effective to use these benefits within the designed tier (which may be offered at a discount). Many of the programs are available to purchase separately at their stated fees. Some benefits, such as invitation-only or VIP receptions, are only available to members who invest in the selected levels.

### 4. When do I have to change to the new structure?

The BDC staff will send a renewal letter about 30 – 60 days prior to your anniversary date that recommends a recommended membership level. You can select the level that best meets your needs. Until your anniversary date, your dues are still reflective of the previous employee count structure. You should have received a letter indicating which new tier your membership has been assigned to as of Jan 1, 2016.

### 5. What if I choose to upgrade to a different tier during the year?

If you upgrade on your anniversary date (date you originally joined), you will be billed for the new tier. If you upgrade before your anniversary, you will be billed for the difference between the new tier and the unused portion of your current tier. Your anniversary will then be changed to the date you upgraded your membership.

### 6. How do I access the benefits in my tier?

Membership benefits in your tier may be accessed any time during the annual period. If there are benefits stated that you want to access, such as the mailing labels for all Berwyn businesses, call the BDC at (708) 788-8100. BDC staff will send you the item, provide a link, or get you registered!

**7. Which level is best for my business?**

Although the BDC staff can recommend a level that is appropriate for you, you will have the choice to select your membership level. Each level offers a package of benefits for a fixed investment for one year. You may opt to select a different level the following year based on how you want to engage with the BDC and the Berwyn community. Note. Businesses with 10 or more full-time employees are not eligible for Tier 1 or Tier 2.

**8. What about non-profit organizations?**

Non-profit organizations may select any tier of membership. There is not currently a different rate for non-profit organizations.

**9. How does the new auto-renewal process work?**

Membership with the Berwyn Development Corporation (the "BDC") runs for one year from the date joined and will automatically renew on the same date the following year. A valid annual membership is required to access membership benefits and discounts. I consent to the automatic renewal of my membership unless I provide written cancellation of my membership 30 days in advance of my renewal date. I agree to payment of any annual fee due on such renewal pursuant to the credit and billing information provided in my initial application. A failure to pay any annual renewal fee shall result in termination of my membership in the BDC and the right to participate in any Membership Programs, effective on written notice from the BDC. The BDC shall, as a courtesy, provide annual renewal notices 30 days in advance of any renewal date to the address listed in my contact information. The BDC will also provide confirmation of any renewal within 30 days of any renewal date.

**10. Can I pay my annual membership dues in multiple payments?**

Our best pricing is available if you elect to make your BDC investment on an annual basis. However, for some, dividing the investment into multiple payments makes more sense. If you prefer, then select the monthly payment options below. Please note that you must pay via credit card to use of the payment plans.

The BDC is pleased to offer Direct Payment Plan for membership under Tiers 2-4. Payments are deducted automatically from your credit card. Under this plan, you can authorize payments on either an annual or monthly basis. Monthly Payment Plans will include an administrative transaction charge. Please see pricing online. A \$20.00 service charge will be billed for insufficient funds. Changes to plans must be made in writing at least 30 days prior to the effective date of requested

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**11. Who can answer other questions I have?**

For additional questions, please feel free to contact Amy Crowther, Director of Chamber Services, at [AmyC@berwyn.net](mailto:AmyC@berwyn.net) or call the BDC at (708) 788-8100. The BDC staff can explain the programs, services and benefits of each level.