



LANCASTER FAIRFIELD COUNTY  
CHAMBER OF COMMERCE

## FAQs About Our New Membership Structure

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

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 Chamber 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 The “cookie cutter” formula is outdated.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 (which may be offered at a discount) within the designed tier. Many of the programs are available to purchase separately at their stated fees. Some benefits, such as invitations to our leadership roundtables, are only available to members who invest in the selected levels.

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

The Chamber staff will send a renewal letter about 2 weeks prior to your anniversary date that includes a recommended membership level. You can also select a level different from the recommended level that best meets your needs. Until your 2020 renewal anniversary date, your dues are still reflective of the previous employee count structure.

### 5. How is my recommended membership level determined?

The Chamber staff has calculated your total support of the Chamber over the past year. This included membership fees, sponsorships and reservations to our events. Based on your total annual support, we are able to recommend a membership level that not only aligns with your typical total investment but also aligns with what we know about you and your business.

**6. 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 after 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.

**7. 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 and you need assistance, you can contact any chamber staff member and they will help you. (740) 653-8251.

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

Although the chamber 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 chamber and the Lancaster/ Fairfield County Community.

**9. 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.

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

For additional questions, please feel free to contact Cheryl Barber, Member Services Director, at [cheryl@lancoc.org](mailto:cheryl@lancoc.org) or (740) 653-8251.