



# Continuous Renewal FAQs

## What is continuous renewal?

This feature allows for continuous renewal of your membership on its expiry date if you pay via credit card. You will no longer have to worry about remembering to renew! Following the completion of your membership application, HPBAC will charge membership dues to your credit card, and will automatically charge your credit card every year. After each renewal HPBAC will send your membership receipt via email. With this worry-free feature, your membership benefits will continue without interruption!

## How am I included? Signing up for continuous renewal is easy!

- Members who complete their membership online and are paying with a credit card will be prompted to opt in for continuous renewal
- Members who complete a manual membership/renewal form and are paying with a credit card can select "automatic renewal" on the form, which will then be processed by HPBAC via the online system to enable continuous renewal
- On your next renewal date HPBAC will renew your membership using the credit card information provided
- If your credit card information or expiry date changes, be sure to let HPBAC know by emailing Cristine Giampaolo at [xine@hpbacanada.org](mailto:xine@hpbacanada.org) or calling 647-298-4914.

## How does it all work?

Provided you continue to meet membership criteria, your continuous renewal participation will continue until you choose to opt out of the program or you cancel your membership. If there is a change in HPBAC membership dues prior to continuous renewal, the newly determined fees will be applied. Any change in membership dues will be communicated well in advance of implementation.

## Does HPBAC store my credit card information?

HPBAC does not store your credit card information in our database nor in any record held at head office. All credit card information is explicitly stored with the credit card processing company Moneris. Moneris meets and exceeds all industry standards in ensuring the financial safety of our members. HPBAC will maintain a record of those participating in the program via membership number and contact information.

## Can continuous renewal be cancelled?

HPBAC provides notification to members of the impending auto renewal of membership approximately 30 days prior to the renewal date via notification email.

Cancellation of continuous renewal may be completed a minimum of fifteen (15) days prior to your membership expiry date by:

- Submitting a request via email to Cristine Giampaolo at [xine@hpbacanada.org](mailto:xine@hpbacanada.org) or call 647-298-4914
- Changing the setting in "Profile Settings / Update Profile" in your AMS account

Refund of payment will not be issued for continuous renewal of membership fees if the member has not contacted HPBAC a minimum of 15 days prior to the membership expiry date to cancel continuous renewal.