

Continuous renewal FAQs

What is Continuous renewal?

The CACCN “Continuous renewal” 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, CACCN will charge membership dues to your credit card. Following this, CACCN will automatically charge your credit card at the selected membership interval (i.e. every one or two years). After each renewal CACCN will send your membership card and receipt via mail. With this worry-free feature, your membership benefits will continue without interruption!

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

- Members who complete their membership online are **automatically included** in the Continuous renewal Program.
- If sending your membership using the printed membership / renewal form and a **CREDIT CARD**, the membership will be processed via the **online system** and **“continuous renewal”** will be implemented.
- On your next renewal date depending on the membership term selected (one or two years); CACCN will renew your membership using the credit card information provided.
- If your credit card information or expiry date changes, be sure to let CACCN know by emailing caccn@caccn.ca or calling 1-866-477-9077 / 519-649-5284.

How does it all work?

Provided you continue to meet membership criteria (active or associate), 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 CACCN 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 CACCN store my credit card information?

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

Can Continuous renewal be cancelled?

CACCN provides notification to members of the impending auto renewal of membership approximately forty-five (45) days prior to the renewal date via Canada Post and also provides notification via email when possible.

Cancellation of continuous renewal may be completed by submitting a written request to CACCN National Office **a minimum of fifteen (15) days** prior to your membership expiry date: CACCN, P. O. Box # 25322, London, ON, N6C 6B1; via email to caccn@caccn.ca; or via fax to 519-649-1458.

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