



Continuous Renewal FAQs...CACCN Membership

(revised September 2024)

What is Continuous Renewal?

CACCN “Continuous Renewal” allows for the 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! With this worry-free feature, your membership benefits will continue without interruption!

How do I sign up?

Signing up for continuous renewal is very easy!

- Members who complete their membership online are ***included*** in the Continuous Renewal Program as members are aware if processing online via credit card they are confirming they have read and understand the continuous renewal FAQs.
- If sending your membership using the printed membership / renewal form and credit card information, the membership will be processed via the online system and “continuous renewal” implemented, as per the notification on the membership form.
- 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, members will renew their membership via the online system to update their payment information.

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 your credit card information expires.**

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 credit card information in our database nor in any record held at the National Office. All credit card information is explicitly stored with the credit card processing companies Eigen Developments and Global Payments. Eigen Developments and Global Payments are PCI Compliant meeting and exceeding 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.

How will I know my expiry date?

CACCN provides a welcome letter to each new and renewed member. This letter indicates the type of membership/registration processed (active, affiliate, etc.) and also provides the expiry date of the membership/registration.

Members may review their database file to update and obtain their expiry date at any time at. Members cannot remove continuous renewal via the database file. Member database: <https://www.xcdsystem.com/caccn/store/index.cfm?ID=hhFE7PD>.

How am I notified of the renewal

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

CACCN is not and cannot be responsible for mail via Canada Post or emails that may not reach the member.

While the onus is on CACCN to notify members of impending renewals, the member also has a responsibility to maintain member information (updated mailing address).

Can Continuous Renewal be cancelled?

Cancellation of continuous renewal may be completed by submitting a written request to CACCN National Office at **a minimum of fifteen (15) days prior to the membership expiry date.**

Notification can be mailed to CACCN, P. O. Box # 25322, London, ON, N6C 6B1 or sent via email caccn@caccn.ca.

If I forget can I get a refund?

A refund of payment will not be issued for auto renewal of membership fees if the member has not contacted CACCN National prior to the membership expiry date to cancel continuous renewal.