



## Member Support Program FAQ's

### What is the Member Support Program?

The Member Support Program assists members who are experiencing financial hardship resulting from COVID-19 or related economic impact, cannot pay CSI dues, and want to maintain their membership.

Members can request to extend their expiration date three months with no interruption in member benefits.

### When did the Member Support Program start?

May 1st, 2020

### What are the requirements to be able to participate in the Member Support Program?

A member must be:

- An active member of CSI with an expiration date on or after March 31<sup>st</sup>, 2020
- Undergoing financial hardship due to the economic crisis

A member who wishes to apply must contact CSI to begin the process. Email [memberservices@csinet.org](mailto:memberservices@csinet.org) or call 1-800-689-2900 to speak with one of our Customer Service Representatives.

### Once dues are deferred, how long until a payment is required?

If a member meets all requirements, their national dues payment will be deferred for 3 months. The chapter dues may also be deferred, if that chapter participates in this program.

- Example: Current expiration date – 05/31/2020 New expiration date – 08/31/2020

Please note: Chapters can opt-out of participating in this program. If a chapter does not participate, a member will be responsible for 3-months' worth of their chapter(s) dues before the deferment begins.

### When the 3 months is up and it's time to pay, what happens?

CSI will invoice the member. They will receive email and a paper renewal invoice. The invoice will be paid as it normally would and can be done online, by phone, or by mail.



### **Is this program for both National and Chapter dues?**

This program is available for both National and Chapter dues.

However, Chapters can opt-out of participating. A member should reach out to Member Services at [memberservices@csinet.org](mailto:memberservices@csinet.org) or by calling 1-800-689-2900. We will let the member know if their chapter(s) participates in the deferment program and talk through next steps

### **What happens if a chapter does not participate?**

Members can still participate in the program. The member's national dues will be deferred by 3 months.

Before the deferment can begin, the member is responsible for 3-months' worth of their chapter(s) dues or can opt to terminate their chapter membership.

### **Can I retroactively request to participate in this program?**

Yes, anyone with an expiration date on or after March 31<sup>st</sup>, 2020 can participate.

### **What if financial difficulties exist after 3-month payment deferment concludes?**

We understand that unique needs exist. Please call Member Services at 1-800-689-2900 to discuss your specific situation further.

CSI continues to evaluate how to support its members during this unprecedented time. If changes to the program are made we will communicate with members as soon as possible.

### **How long will this program be available?**

An end date for this program has not been established. CSI National will evaluate this program on an ongoing basis and extend should the need continue.

### **How does a member apply?**

Please reach out to CSI's Member Services team at [memberservices@csinet.org](mailto:memberservices@csinet.org) to get started!