

## Frequently Asked Questions

# New Auto Membership Renewal

### 1. What is Auto Membership Renewal?

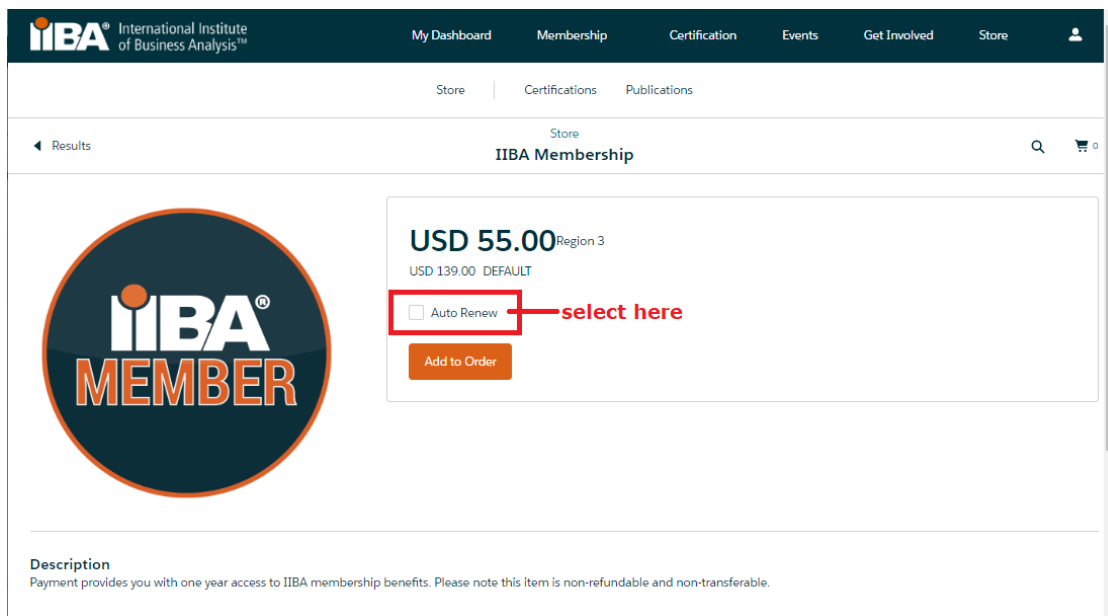
IIBA's Auto Membership Renewal is a convenient service that **automatically sets up a recurring payment and extends your IIBA Membership so it does not expire**. Choosing auto-renewal ensures continued access to your IIBA member resources without interruption.

### 2. How can I enable/disable the Auto-Renewal option?

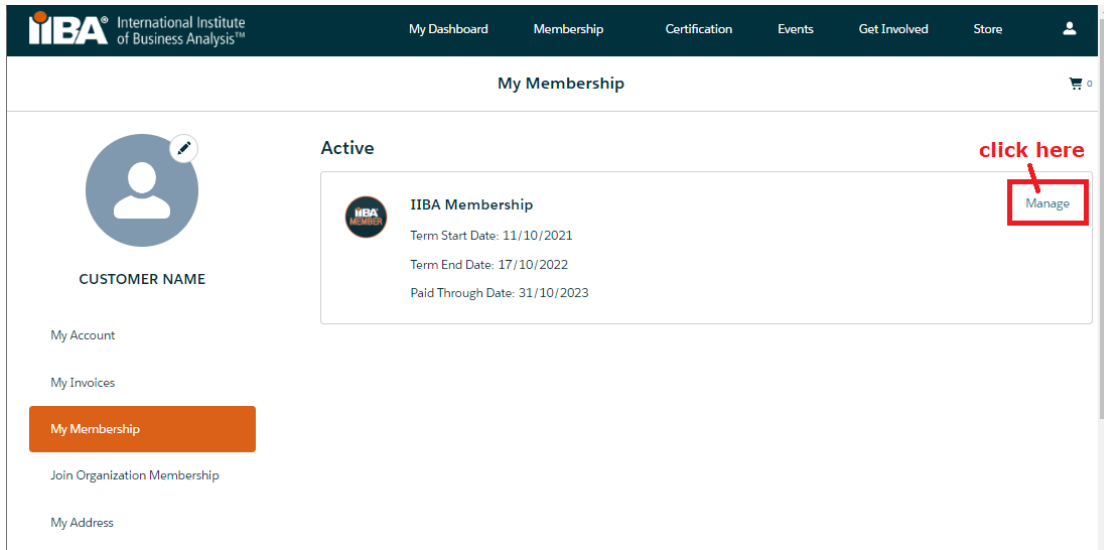
The new Auto Membership Renewal service is available to both new and existing IIBA Members. **This setting is disabled by default, and you can opt-out at any time.**

Whether you want to activate the renewal option or disable it, **we recommend editing this setting at least 15 day before the renewal due date**:

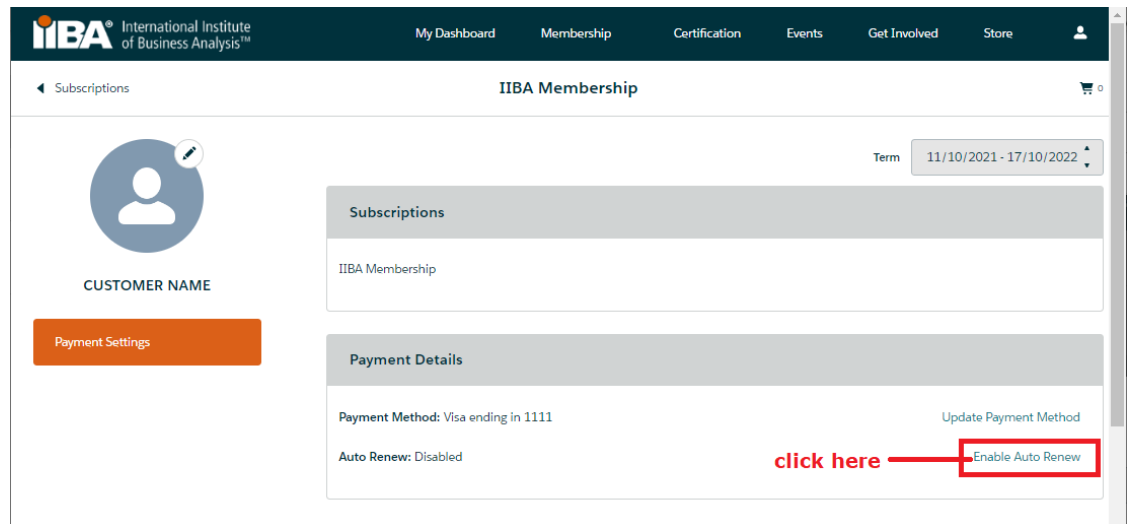
- **Prospective members:** You can opt into auto-renewal for your IIBA Membership during the subscription purchase on our website.

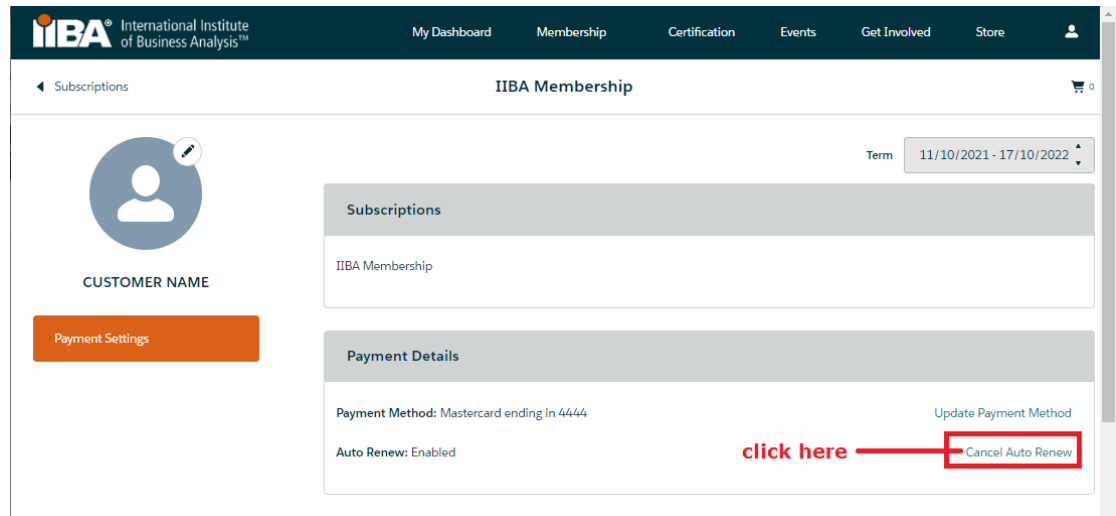


- **Existing members:** You can enable the option on the “My Membership” page under your IIBA account profile. **To enable the Auto Membership Renewal, you must have a valid credit card payment method in your profile.**
  1. Go to “My Membership” under your IIBA profile and click “Manage”.

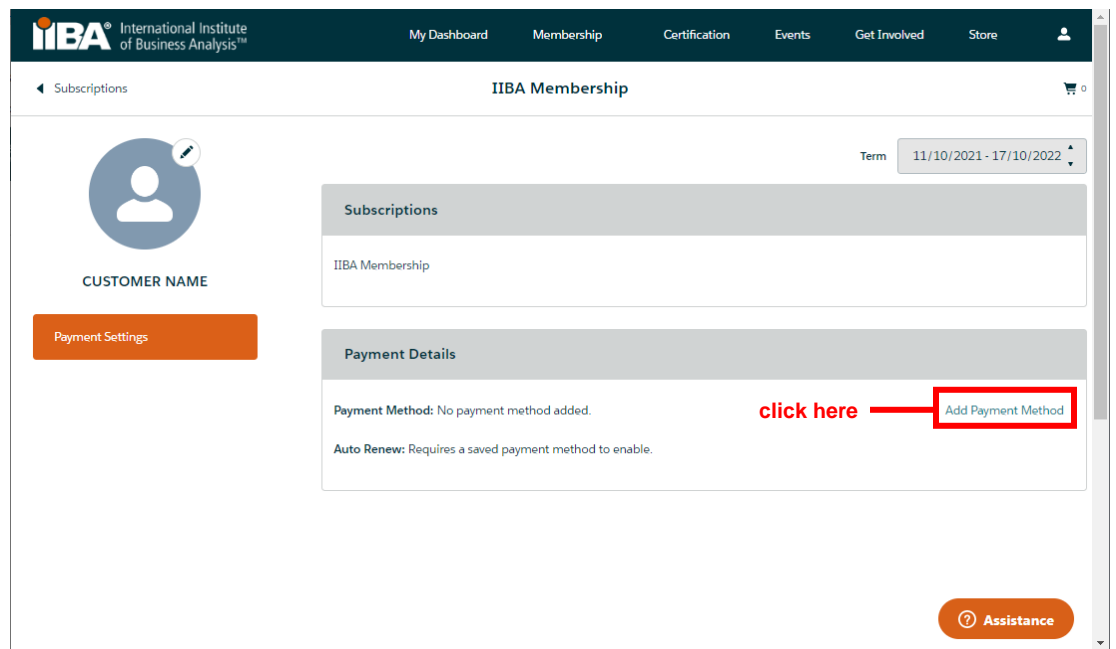


2. You will be landed on the “Payment settings” page.
  - (a) If you have a valid payment method in your profile, you will see the options of “Enable Auto Renew” or “Cancel Auto Renew”.





(b) If you do not have a valid payment method in your profile, the auto-renew option will not be available until you add one by clicking “Adding Payment Method”.



**IMPORTANT:**

If existing members want to cancel the auto-renewal or need to change the credit card used, but have less than 15 days before your membership expires, please contact IIBA for further assistance.

### **3. When will you be charged?**

IIBA will charge your registered credit card on the last day your membership is active. Please always keep your credit card information updated to avoid billing failures and to ensure we charge the correct card.

You will receive an email reminder 14 days before the membership renews so you'll have time to make any changes.

### **4. How is IIBA storing/protecting my credit card information and who has access to my information?**

IIBA uses Stripe as the payment processing service. Stripe takes many measures to ensure payments and payment information are secure. Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry. They use best-in-class security tools and practices to maintain a high level of security. We do not store your credit card information locally and we use secure protocols to transmit encrypted payment details to Stripe. Information stored by Stripe is encrypted, so no one can view it.

### **5. Can I get a refund for cancelling the recent renewal?**

Membership Fees are non-refundable and non-transferable.

### **6. What happens if my credit card is declined?**

If your credit card is declined or the scheduled payment fails, you will receive an email notification about the payment failure and be asked to make the payment again.

### **7. Why don't I see an option to Auto-Renew my Membership?**

IIBA currently has only offered auto-renewal for Individual Membership, please confirm your membership under your "My Membership" page is indicated by "IIBA Membership" but not Corporate or other membership types.

### **8. Who to contact for support?**

For questions about the new Auto Membership Renewal, please contact IIBA's Customer Support team by email at [info@iiba.org](mailto:info@iiba.org) or phone +1 866-789-4422 (Canada and USA) / +1 647-426-3735 (Toronto and International).