

### **FAQs About Our New Membership Packages**

# 1. Why did the Conifer Area Chamber of Commerce change the membership structure?

Like many member-based organizations, we are moving to a tiered benefits structure that provides benefits based on investment level and not the number of employees. Our goal is to improve benefits, value, and the quality you receive from CACC membership.

#### 2. How is the new structure different from the old one?

The tiered structure clearly outlines the list of benefits members receive for each level. The new membership structure is more equitable. The "cookie cutter" formula is outdated. You'll no longer be charged for services you don't use and won't be "punished" for growing your business (by hiring employees).

# 3. Will I still be able to receive benefits that are not included in my selected level?

Even though many of the programs and services are available a la carte, in most cases it is more cost-effective to use these benefits within the designed tier (which may be offered at a discount). Many of the programs are available to purchase separately at their stated fees. Some benefits, such as invitation-only or VIP receptions, are only available to members who invest in the selected levels.

### 4. When do I have to do to change to the new structure?

The CACC staff will send a renewal letter about 30-60 days prior to your anniversary date that recommends a membership level best suited for your business. You can select the level that best meets your needs. Until your anniversary date, your dues are still reflective of the previous employee count structure.

## 5. What if I choose to upgrade to a different tier during the year?

If you upgrade on your anniversary date (date you originally joined), you will be billed for the new tier. If you upgrade after your anniversary, you will be billed for the difference between the new tier and the unused portion of your current tier.

#### 6. How do I access the benefits in my tier?

Membership benefits in your tier may be accessed any time during the annual period. If there are benefits stated that you want to access, call or email Chamber staff. CACC staff will send you the item, provide a link, or get you registered!

#### 7. Which level is best for my business?

Although the CACC staff can recommend a level that is appropriate for you, you will have the choice to select your membership level. Each level offers a package of benefits for a fixed investment for one year. You may opt to select a different level the following year based on how you want to engage with the CACC or the Conifer area communities.

### 8. What about non-profit organizations?

Non-profit organizations may select any tier of membership. There is a 10% discount up to \$100 for non-profit organizations.

## 9. What about joint membership with Platte Canyon or Evergreen Chambers?

An organization may select any tier of membership. There is a 10% discount up to \$100 for joint memberships with Platte Canyon and/or Evergreen Chambers.

### 10. Can I pay my annual membership dues in multiple payments?

The CACC prefers that you pay your annual investment in full. We will, on a limited, case-by-case basis, offer quarterly payments with a \$5 service fee per quarter. Please call the Chamber office to discuss the options available or how we can help you.

#### 11. Who can answer other questions I have?

For additional questions, please feel free to contact Chamber staff. The Conifer Area Chamber of Commerce staff can explain the programs, services, and benefits of each level.