



### 3.006 Annual Membership Policy

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#### Policy Purpose and Scope

The purpose of this policy is to outline the process by which annual memberships are offered and implemented to PhotoBiz clients.

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#### Roles and Responsibilities

The Billing Manager is responsible for maintaining and updating this policy and ensuring that all procedures are accurate and reflect the current policy. Strict adherence to this policy is required.

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#### Operational Procedures

Annual memberships are permitted at the client's request. All annual membership requests must be approved by the Controller and processed by the Billing Manager or the Billing Specialist.

The following apply to the Annual Membership:

- Clients that request the Annual Membership option are notified by email that detail how the Annual membership functions including the benefits and restrictions. The client must reply to this email with approval as acknowledgement that they agree to the terms of the Annual Membership. (See Example A).
- Account downgrades are not allowed when an account is on the annual membership.
- Annual membership clients may upgrade to a higher membership plan. A pro-rated membership charge will be processed according to the remainder of the billing cycle. Clients must submit a request to the Billing Department to upgrade their plan. There is no option to do this in the control panel.
- There are no refunds if a client decides to cancel their membership in the middle of the Annual billing cycle.
- Accounts can be fully refunded if the client requests so in writing within the 14 day Money Back Guarantee time period for refunds. No refunds will be given after the 14 day period.
- Clients will be notified of account renewal one month prior to the annual renewal date. The account will automatically be charged for a full year on the renewal date. If the membership fee is declined, the billing system will automatically notify the client via email according to the regular non-payment billing cycle as outlined in **Policy 3.010 Membership and Account Billing Policy**.
- The Billing Department must be contacted if the client wishes to return to the monthly billing cycle.



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#### Example A: Annual Membership Inquiry Email:

Jeff,

Thank you for contacting us to learn more about the PhotoBiz Annual Membership option. The benefits of enrolling in the Annual Membership are that you can make one payment for a full year of service. Currently, your account is on the \$15 monthly 200 image Copper Membership plan. A membership charge of charge of \$180 (12 months X \$15) will be processed on your next membership billing date. Your account will automatically be charged each year thereafter for 12 months on your membership anniversary date. The following restrictions apply to the Annual Membership:

- You can upgrade to a higher membership plan. A pro-rated charge will be processed for the remainder of your billing cycle.
- You will not have the ability to downgrade your membership plan.
- You will not receive a refund for the unused portion of the annual membership if you decide to cancel your PhotoBiz account anytime during the membership calendar year.

The Annual Membership terms are non-negotiable. Please consider if this is the proper solution according to your business needs. **Please reply to this email with your approval to process the \$180 Annual Membership charge.** Do not hesitate to contact us again for additional information.

Thanks again,

*Debra Britton*

Billing Manager

US Toll Free: 866-463-7620 Option 3

- Once the client has confirmed that they want to proceed with changing from the Monthly membership to the Annual membership, the account scheduling status needs to be adjusted. A request must be submitted to Lauren Ascencios to update billing settings.
- Once all of the account adjustments have been made, the annual membership confirmation email is sent. (See Example B)



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#### Example B: Annual Membership Confirmation Email

As you requested, your PhotoBiz account has been adjusted to process an Annual Membership fee.

On your membership billing date of August \_\_\_\_\_, \$180 (12 months x \$15) will be processed for the Copper Membership plan (200 images). You will receive a payment confirmation email for your records. Your annual renewal date is August \_\_\_\_, 2013. You will also receive a reminder email notification prior to this time.

Please review the Annual Membership Terms:

#### **26. Annual Plan Option**

*PhotoBiz may offer an annual plan option where you can pre-pay a year's worth of service for a discounted price. If you choose to do so, YOU WILL NOT RECEIVE A REFUND FOR A PLAN DOWNGRADE. You should only choose the annual plan option only if you do not intend on downgrading your plan. Every calendar year after you start your annual plan, you will be automatically renewed for another year, unless you contact PhotoBiz and switch back to a monthly plan. You may downgrade just prior to your annual renewal period (and not lose any value). If you upgrade, you will be charged a pro-rated fee based on the time remaining within your pre-paid service year. If you decide to cancel your PhotoBiz account anytime during the membership calendar year, you will not receive a refund for the used portion of the annual membership fee.*

Please feel free to contact us if you should need any additional assistance.  
Thank you for choosing PhotoBiz.

*Debra Britton*

**Billing Manager**

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