



Membership Support Program Chapter Resources

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Chapter Leader Summary

Summary of Program:

The NACE Board, with support from the Foundation of NACE is immediately instituting a Membership Dues Support Program for those members who have lost their jobs, have been furloughed or otherwise impacted by the pandemic.

All current members will be able to renew their membership at the below rates. Eligibility requirements are below. In order to obtain this membership rate, please call (410-290-5410), chat at www.NACE.net, or email membeship@nace.net. These membership dues rates are additionally eligible for the payment plans.

Foundation of NACE Support:

As a result of the lower dues level, NACE is unable to provide a dues rebate to chapters for members who use the dues support program. HOWEVER, the Foundation of NACE will provide chapters with a grant equal to the normal rebate amount for any members in the dues support program in Q3.

Dues Type	Dues Level	Relief Dues Amount
Professional	\$265	\$150
Corporate	\$265	\$50
Nonprofit	\$265	\$65
Young Professional	\$175	\$80

Eligibility:

- This program is available to renewing members only.
- Members currently on payment plans can retroactively add the dues support.
- Members who want to use the support plan are eligible for payment plans.
- Members must request the discount code by contacting NACE by phone(410-290-5410), chat (www.nace.net), or at membership@nace.net.
- Members who have already renewed and paid are not eligible for a refund however they can renew ahead of time and receive a full year of additional time at the support program dues level.
- Must have expired no earlier than February 2020
- Members still have 120 day grace period. Their membership will remain active for 4 months following their expiration date. When they renew, their anniversary remains the same, so a 3/31/2020 expiring member will renew to 3/31/2021.
- The dues relief program will run until further notice.

Website language:

NACE is our community, and together we are stronger. NACE understands the impact of the pandemic on our members, and therefore we are providing a Membership Dues Support program. This program is providing members who are experiencing financial hardship with a relief dues rate, extended grace period, payment plans and more. If you'd like to enroll in this program, please contact membership@nace.net, call the National office at 410-290-5410, or use the chat at nace.net during business hours.

Email templates:

Subject: Announcing the NACE Membership Dues Support Program

When the first impacts of the Covid-19 pandemic hit the catering and events industry, NACE moved quickly to assist members. We have expanded the membership grace period to 120 days, introduced flexible installment plans, expanded online education and more.

The NACE National Board is now announcing a Membership Support Program in partnership with the [Foundation of NACE](#). This program provides members who are experiencing financial hardship with a relief dues rate, extended grace period, payment plans and more.

The program also helps us sustain our chapter here in <CITY>. Thanks to the Foundation of NACE our chapter will continue to receive a full dues rebate on the relief dues rate through a special grant. This generous investment by the Foundation will help sustain our chapter through this crisis.

<CHAPTER NAME>, the Foundation and NACE want to be sure you are able to maintain your membership, so you have access to crucial resources during these turbulent times for the catering and events industry and remain part of our vibrant community

To would like to enroll in the Membership Support Program, please contact the National Office at membership@nace.net, via chat at nace.net or by phone at 410-290-5410.

Sincerely,
(CHAPTER LEADER)

Subject: NACE Dues assistance for lapsed members

Hi <member name>,

I hope you are staying safe and healthy. I know the last time we spoke you were having trouble renewing your NACE membership. I wanted to share with you a new Membership Support Program NACE is providing to all members, in partnership with the Foundation of NACE. This program provides an extended grace period, an optional payment plan, and a special dues rate for members who are experiencing financial hardship due to the pandemic.

This is a terrific support plan and I think it will help you remain part of the NACE community. If you'd like to enroll, please reach out to the national office at membership@nace.net, by phone at 410-290-5410, or use the chat on the NACE.net website. Please let me know if you have any questions!

Sincerely,
(CHAPTER LEADER)

Phone script:

Member: Hello

Chapter leader: Hi, may I speak with _____ Please?

Member: This is/one moment.

Chapter Leader: Hi ____, this is _____with NACE (CHAPTER). Do you have a couple minutes to chat?

Member: yes.

Chapter leader: I hope you are doing ok right now – we know times are tough especially in the catering and events business. How are you doing?

Member: ...

Chapter leader: ...I am following up because your NACE membership lapsed (DATE). I was hoping to share with you the options NACE is providing to help our members stay involved during this time. Did you know that NACE is providing options to help our members stay involved during these challenging times?

Member: responds yes/no

Chapter leader: We know you have been impacted by financially by the current crisis, so NACE is offering several options to keep you involved. In partnership with the Foundation of NACE, NACE is offering the opportunity to enroll in a membership dues support program. This program was designed to allow you to stay involved in NACE during these times. It includes an extended grace period, payment plans, and a special dues rate. Would this program allow you to renew your membership?

If Yes: That's great, to enroll we need you to contact the national office. You can reach out to them at membership@nace.net, by phone at 410-290-5410, or on the chat at nace.net.

If No: I can't right now/no thanks.

I understand, NACE is also offering an extended 120 day grace period at this time to all members. Since your membership expired/expires on (DATE), this means you will have access to your member benefits until (DATE- 4 months after expiration)
Can I call you back in (MONTH) to renew your membership at that time?

If Yes: Thanks so much, we'll talk soon.

If No:

Ok. We look forward to having you back as a member when you are able to join again. Our website will continue to keep you informed, and we are offering some education to the entire industry during these times.

If the call goes to voicemail:

Hello (Member name), this is _____ calling from NACE (CHAPTER). I hope you are healthy and safe right now.

I am reaching out regarding a special Membership Support Program available through NACE and the Foundation of NACE. It provides members experiencing financial hardship with access to a relief dues rate, extended grace period, payment plans and more.

It's a fantastic program that I think could help you. If you have a moment could you, please return this call at (NUMBER). Have a great day/morning/afternoon.