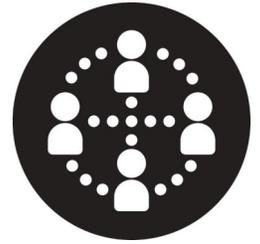




20/20 Member Referral Campaign FAQs



What is the 20/20 Member Referral Campaign? As a part of our focus on Youth Development, Healthy Living and Social Responsibility, we are launching a Member Referral Campaign. We are asking Y members to help us strengthen and help our community to become healthier by inviting their friends and family to join the Y. When a Y member helps us create a healthier community by referring a member, both the member and the friends and family they bring into the Y will receive a 20% reduction off the standard membership rate. **To qualify, the referring member completes a referral card and gives it to their friend or family to bring with them when they register for their membership.**

Who is eligible to participate in this reduction? Any current bank draft member (youth, young adult, adult, couple, family, single parent family, golden adult, or golden couple) will be eligible to participate in the reduction.

How long is this reduction valid? The reduced rate received from participating in the Member Referral Campaign is good for as long as **both** parties remain members. Should either the referring member or referred member cancel, the remaining member has thirty (30) days to refer another friend or family member to join. If the remaining member does not refer another friend or family member to join within 30 days, the reduced rate will return to the standard rate for the specified membership type.

Will the reduction rate ever increase? Yes. If there is a membership rate increase, you will still receive the 20% reduction off the new rate as long as the campaign is in effect.

Can you refer more than one friend or family? Yes. There is no limit on the number of friends or family you can refer to the Y. In fact, having more than one helps to secure your referral rate, because you would have more referrals linked to your account. However, the maximum reduction is 20%.

If a referred member joins, when do both parties receive the reduction? The referred member's rate will go into effect when the referred membership is purchased. The rate for the referring member will be effective on their next billing cycle following the join date of the friend or family.

Can a member cancel and come back as another member's friend? Yes - under certain conditions. Should the member have to cancel their membership and they are referred by another member to re-join, they can do so only after 90 days has elapsed since their cancellation.

If a member is currently receiving financial assistance, can they refer a friend? Yes! We encourage all eligible members to take this opportunity and help us make our community a healthier place to live. Should your friend or family member decide to join, they will receive the member referral rate for the category they select. Your membership will remain at your standard financial assistance rate, or be lowered to the Member Referral rate for your membership type, whichever is less. As always, if finances are a barrier, anyone can apply for financial assistance.

If a member referred multiple families or friends to join the Y in the past, can they receive the rate reduction based on their memberships? No. The Member Referral Reduction is only available to current members referring new members, beginning March 15, 2016.