

## **FAQs about Renewing your AFP Membership**

Have questions about renewing your AFP membership? The FAQs below should answer them. If you have additional questions, please contact the Member/Chapter Services Department at AFP International Headquarters by dialing (800) 666-3863 or by sending an email to [mbrship@afpglobal.org](mailto:mbrship@afpglobal.org).

### **How can I renew my membership?**

Send in the renewal form that is mailed to you and return it via fax or mail to:  
AFP P.O. Box 51  
Annapolis Junction, Maryland 20701  
Fax: (703) 684-1950

You can also renew online by going to [www.afpglobal.org](http://www.afpglobal.org). To do so, you need to log into the website and click on the Renew Membership link which can be found either under the Join AFP tab or by going to Member Profile Links under My Account.

### **I've misplaced my renewal form and I can't remember my login – now what?**

If you click on the upper right hand side of the AFP website where it says "Login" you will see a line immediately below the login information

If you have forgotten your password or would like to reset it, please click here.

Enter in the email address that we have on file for your record, an automatic email will be sent to you with your User ID and Password. If you don't remember the email address that we have on file for you, please feel free to call or email the Membership Department to request that another renewal notice be sent to you or to get your login for the website.

### **The renewal paperwork I have has someone else's name on it – can I use that to join?**

No, as we assign a unique ID number to every person who has ever been a member of AFP. If your name doesn't appear on the renewal form, you'll need to either call us to get your personalized renewal form or, if you've never been a member with us, join as a new member through the website at [www.afpglobal.org](http://www.afpglobal.org)

### **What are my options for paying for my renewal?**

AFP has different ways of paying for your renewal! They are: a. Paying for it online with a credit card b. Paying for it on the renewal notice with either a credit card or a check c. Applying for the installment payment plan option

### **Where do I find information about the installment plan?**

While you won't be able to do this online, the Membership Department will be able to discuss and work with you on setting up an installment plan for your renewal. Please contact [mbrship@afpglobal.org](mailto:mbrship@afpglobal.org)

### **What about Joining as a new member again?**

Can't I just do that? This will result in you having multiple membership accounts with us meaning that your member number will change and you won't have your history of being an AFP member if you go that route. Please contact Membership Services so we can provide you with the appropriate paperwork, or login, to renew your membership so you can keep your original member ID number and history with us intact.

**How long will the renewal process take before my membership is renewed?**

Online transactions usually take between 48 and 72 business hours to be completed and physical transactions usually take between 5 to 7 business days to finalize.

**Will my dues be different from last year?**

Member categories have the same dues amount from year to year. These amounts will generally stay the same unless the chapter or international association changes their dues amounts.

**Is there a grace period if I should lapse?**

We currently don't give grace periods once a membership has lapsed at the end of the expiration month.

**Can I still renew online if I've been lapsed for six months or longer?**

Unfortunately, at that point, the online system probably won't recognize you and you won't be able to renew online. All you'll need to do is to contact Membership and they'll work with you to reinstate your membership and then send you a renewal notice for you to fill out.

**Will AFP charge me for a year(s) that my membership was lapsed and do you charge a reinstatement fee?**

While common in some associations, AFP does not charge a reinstatement fee if you are a lapsed member! We also don't charge you for the years you might have missed with us – we'll only charge you for the upcoming year (or years) of membership for which you are currently renewing.

**Am I able to renew online for more than one year or use a coupon online?**

At this time, we can't accept coupons for any of the special programs, discounts off membership or payment plan options online. In order to take advantage of these different programs, you would need to physically send in your renewal with the coupon, or paperwork, in question.

**Does AFP accept Purchase Orders for payment?**

No. While AFP does accept credit cards, checks, money orders and cash in order to pay for someone's membership, we are not able to process a membership renewal payment using a Purchase Order.