

**POLICY: ARREARS MANAGEMENT  
May 2020**

**Background**

The AUHF Board has discussed sustaining and growing the AUHF through increased membership and better payment of membership fees, whilst balancing this with not wanting to alienate existing members going through tough financial times or, through virtue of their country circumstances, being unable to pay. This has led to difficulties for the secretariat in administering member payments and for justifying benefits to potential new members.

**Payment Protocols in terms of the Memorandum of Incorporation**

Section 7 states that:

In terms of payment the following applies:

- (7.9) Each Member, being a Corporate and Individual Member, shall pay to the Company an annual subscription and such fees, levies or other charges at such time and in such amounts as may from time to time be fixed by the Board.
- (7.12) No Member whose annual subscription is in arrears for more than 3 (three) months shall be entitled to be present at any General or Special Meeting of Members or to vote thereat.
- Honorary members do not pay membership fees.

Termination of membership:

- (7.13) The Board shall have the power to suspend absolutely or limit the rights and privileges of a Member relating to the membership of the Company, including but not limited to the class of membership, the right to vote at General Meetings or terminate a Member's membership, if:
  - (7.13.1) The payment of any subscriptions, fees, levies or other charges due to the Company are in arrears for 3 (three) or more months;
  - (7.13.2) In the sole discretion of the Board, such Member is guilty of unethical conduct or conduct that is harmful to the interests, objects and aims of the Company.

**Collection Protocol:**

As of July 2020, the following protocol for dealing with fees will apply. All members will be notified of this collection protocol, which will also be shared with new members as part of their induction pack:

1. Invoices sent out to members in good standing on 1 July of each year. Members who have not paid the previous years' fees will have had their membership revoked and will therefore not be issued with an invoice.
2. Monthly follow-up on non-payment by the Secretariat on the first working day of each following month.
3. By the second monthly follow-up, cc the Board member responsible.
4. By the third month, indicate the consequences of non-payment by the end of the month and cc the Board member responsible.
5. Follow this e-mail up with a telephone call and highlight that their membership will be placed on hold at the end of the month.
6. Implement consequences for being three months in arrears.
7. For members still in arrears after three months, follow up monthly until 6 months after which the members membership will be automatically revoked.
8. Secretariat to record date of each follow up and member response in a format that can be shared with Board members.

**Dealing with Members in Arrears:**Members who are three months in arrears:

Three months after invoicing, and after following the collection protocol above, if a member has not paid their annual fees the following will apply until the arrears are resolved and proof of payment is provided to the Secretariat:

- The member will not be eligible to vote at the Annual General Meeting;
- The member's status on the membership list will be adjusted to reflect that the member is in arrears and that their membership status is on hold;
- The member's organisation name, profile and logo on the AUHF website and AUHF dashboard will be adjusted to reflect that their membership is on hold;
- The link to their website will be removed;
- If the member in question has a representative on the Board or one of the Board Sub-Committees, they will be informed that they are not in a position to act in their role until payment is received. In this case, other Board members will be called on to urge the member to make immediate payment.
- If non-payment of a member with a Board or Sub-Committee persists, the member will be asked to step down from the position.

Members who are six months in arrears will:

- Be removed from the membership list and will no longer be recognised as a member of the AUHF;
- Have their profiles and organisation logo and name removed from the AUHF website and AUHF dashboard;
- Be removed from the AUHF e-mail list for correspondence.
- Have their membership revoked for being in arrears.

**Protocol for dealing with current members in arrears for FY2019 / 2020:**

- Members currently in arrears are to be contacted by the Secretariat (by e-mail and telephonically) and informed of the arrears policy that will come into effect as of 1 July 2020.
- If members do not make payment before the end of the financial year (30 June 2020) their membership will be revoked.
- If, at any point in the future, these revoked members would like to become re-instated as a member, they need to reapply for membership and will only be re-instated once they have paid the current years invoice, plus a 25% in acknowledgement of past arrears.

**Special Concessions on Delayed and Non –Payment by members:**

Members who are in good standing and have been members for more than one year and who find themselves unable to pay, but would like to remain on as members of the AUHF, may apply to the Board in writing for a delayed payment concession of between 6 and 12 months at no interest. The Board will make a round-robin decision on cases of this nature, and collection protocols as described above will continue to apply. However if these fees cannot be paid in full by the end of the financial year the member will be removed as a member.

Approved by the Board of the AUHF at its meeting on 2 June 2020, held by teleconference.



Signed

19/6/2020

Date