

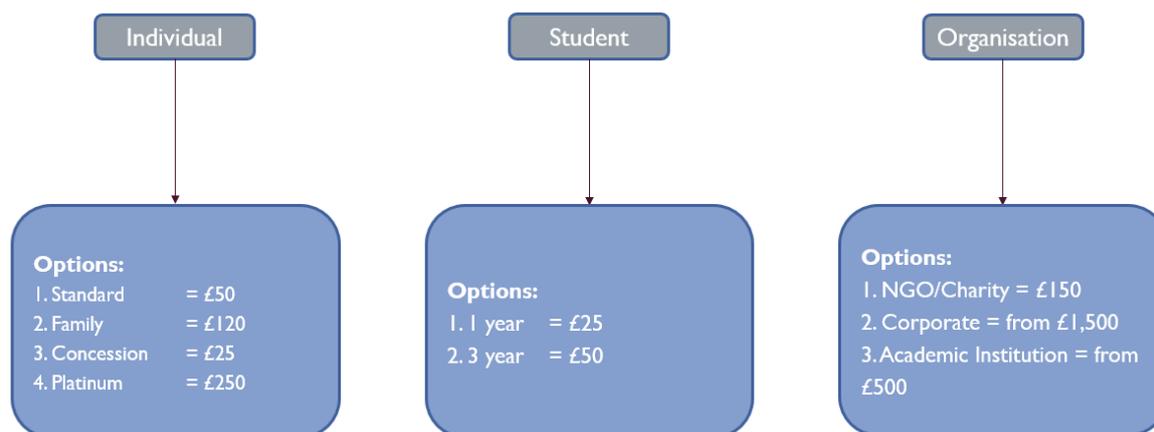
# UNA-UK Membership Structure FAQs

In 2019, the UNA-UK board approved changes to the UNA-UK membership structure. The changes followed feedback from members over a number of years, months of research to refine and realign the structure with other similar organisations, as well as to provide greater clarity about the membership options available. The Elected Trustees at the time, Carl Wright and Viv Williams, worked with UNA-UK staff on the changes needed before they were presented to the wider UNA-UK board for review and approval.

The amendments approved include the changes to membership types, increases in membership fees, additional charges for direct debit payments and the cost to continue receiving postal communications.

The options available in the new structure accommodate, individuals, families, students and organisations as shown below.

## I am looking for a membership for...



As a small charity, the cost of processing direct debit is considerably higher than any other methods of payment, for this reason for any memberships paid via direct debit, there is an additional £5 charge per payment, this covers the fee we incur from the direct debit processing service provided by our bank. Direct debit payments are now only possible on a quarterly or annual basis.

If you are purchasing a standard membership of £50, and pay by annual direct debit, your final payment total will be £55.

If you are purchasing a standard membership of £50, and wish to pay by quarterly direct debit, you will pay £17.50 per quarter, totalling £70 for the year. This quarterly payment is made up of £12.50 for the membership, with an additional £5 per quarter processing charge.

**All other payment methods (online, over the phone, cheque and standing order) are NOT subject to any additional charges.** We would therefore encourage members to pay using one of these alternative methods to avoid incurring direct debit processing charges.

We hope the following responses to frequently asked questions provide additional clarity.

## **1. Why has the membership structure and fees changed?**

The membership structure of UNA-UK has been under review for a number of years and with over 30 different active membership types, this structure was difficult to manage for a small charity with limited resources, causing problems in terms of correctly processing memberships and donations, but also causing significant confusion for many members when trying to renew memberships and receive the correct information.

The membership fees have also remained the same now for a number of years. The last time there was a membership fee increase was over 4 years ago in 2016. As a small charity, it is important that UNA-UK regularly review existing processes and we urgently needed to increase membership fees in line with inflation and to realign ourselves with other charitable organisations that operate in a similar way.

The majority of the changes have been introduced following members feedback over the last 5-10 years, as well as research of other charitable organisations similar to UNA-UK, in consultations with the UNA-UK Elected Trustees at the time and approved by the UNA-UK board in September 2019.

## **2. Why do I have to pay a £5 processing charge for a payment made by direct debit?**

UNA-UK gets charged by the bank when we process direct debit payments. As a result, this processing charge for direct debit payments ensures we cover the additional charges we have to pay when processing payments. As we are only a small charity, the administrative processing costs are much higher for us as we do not benefit from the same economies of scale as other, much larger, organisations.

We offer other payment options available to members, all of which **do not** have any additional fees. The quickest and our preferred method would be to pay online using the online form [here](#). Alternatively, you can set up a standing order with your bank, pay by cheque (addressed to United Nations Association – UK), or arrange payment over the phone.

***Due to the current COVID-19 pandemic, UNA-UK staff are not in the office and therefore, if you wish to make a payment over the phone, please email [info@una.org.uk](mailto:info@una.org.uk) and a member of the team will be happy to schedule a date and time to call you and arrange payment by phone.***

## **3. Why can I not pay for my membership by monthly direct debit?**

Due to the £5 processing charge for each direct debit payment, the cost of this method and the admin time to process the small amounts by direct debit each month would make this the payment method the least effective method of payment and the most expensive option for our members. We continue to offer quarterly and annual direct debit payment options, which ensures we reduce the cost for members as much as possible, whilst enabling us to cover the costs we incur on processing direct debit payments.

## **4. Why is organisational membership for other NGO's and charities £150?**

We have set the organisational membership for NGO's and charities at £150 following research of membership of other organisations we regularly partner with, that operate in a similar way to UNA-

UK and also to make a distinction between what an individual is paying for membership, compared to an organisation.

NGOs can also continue to engage with our work as a UNA-UK supporter and continue to collaborate with their local UNA as they currently do as their local UNA group member or supporter.

### **5. What can members do if they cannot pay the increased membership fee?**

Members can continue to engage with UNA-UK and its work in a number of ways. The best way would be to agree to sign up as a supporter of UNA-UK. As a supporter, you would continue to receive our monthly newsletter by email, any email updates on key issues or news, email invitations to UNA-UK events and online access to our annual UNA-UK Magazine. The benefits not available to supporters are: they would not be eligible to stand for or vote in the election for the Elected Trustees, which takes place every three years. They will not have access to the Conference Committee, and they are not eligible to members discount at UNA-UK ticketed events.

Being a supporter does not prevent organisations or individuals from being actively involved with the work of UNA-UK or their local UNA group.

Another way that organisations can continue to engage through UNA-UK is for an someone from the organisation to sign-up as a UNA-UK member, and this individual can act on behalf of the organisation through their capacity as a member of UNA-UK.

### **6. Why is there no longer a joint membership option?**

Joint membership has been removed to help us offer an enhanced Family Membership option. This enables up to 4 individuals to be named on the membership, with one member being a primary point of contact.

This membership has been established following feedback from members, as well as to further UNA-UK's goal of raising awareness of our work and the importance of the UN amongst younger people. This membership allows family members to include grandchildren on a membership for example, enabling them to be more engaged with global issues, the UN, and specific UK issues.

We believe this to be of huge importance to UNA-UK's work. The younger generation are key to enabling the change we need globally, and we therefore hope this membership offers a way to engage younger people with UN issues from a young age, in the same way many of our current members have been members of UNA-UK since they were young.

### **7. A Family Membership is not suitable for me, what should I do instead?**

We understand a Family Membership may not always be the best option for individuals who were previously on a joint membership. We therefore have two suggestions that enable you to continue to engage with UNA-UK's work in the capacity of a member.

The first suggestion is that the two individuals who used to be on a joint membership can purchase individual standard memberships at a cost of £50 a year per person. Once purchased, they will be set up as a linked account, so it will be very clear that both individuals belong to the same household, if this is appropriate.

The second suggestion is that one of the individuals who used to be on the joint membership purchases an individual standard membership at a cost of £50 for the year. The other individual who used to be on the joint membership can be registered as a supporter, and it will be clear on the household record that one individual is a member and the other is a supporter. This will be considered a linked account. By doing this, the only benefits a supporter will no longer be entitled to are standing or voting for the Elected Trustee positions every 3 years; voting for the Conference Committee and eligible for the members discount at UNA-UK ticketed events. All members and supporters continue to receive all email updates, the monthly newsletter, invitations to events, invitations to the Annual Conference and online access to the annual UNA-UK Magazine.

#### **8. I used to have a concessionary joint membership, what are my options now?**

We understand that a Family Membership may not be suitable for someone who was previously on a concessionary joint membership.

As such, our suggestion to enable you to continue to engage with UNA-UK's work would be for one individual to purchase a concession membership, which is £25 per year, and for the other individual to be named as a supporter. This will be considered a linked account and the only benefits the supporter will no longer be entitled to are standing or voting for the Elected Trustees every 3 years; voting for the Conference Committee and eligible for the members discount at UNA-UK ticketed events. All members and supporters continue to receive all email updates, the monthly newsletter, invitations to events, invitations to the Annual Conference and access to the annual UNA-UK Magazine.

#### **9. Why do I have to pay £10 to continue receiving postal communications from UNA-UK?**

UNA-UK shares the principles and values of the UN and we work hard on issues relating to climate change. We believe it is therefore important that we work to become a carbon neutral office. We believe this policy also demonstrates our commitment to the SDG's, in particular Goal 13.

We are making a number of changes to enable us to do this, and one of these changes means making the important shift to digital communication. Our communications with members, supporters, partner charities and organisations and other external stakeholders is all becoming digitised as much as possible.

Moving forward, any print communications we produce for members therefore increases our carbon footprint as an organisation, and also means we incur additional cost for printing and courier charges. As we will be printing significantly less, we will no longer benefit from the economies of scale relating to cost that come with printing in bulk, and therefore we have included this charge to cover any costs associated with printing and that increase our carbon footprint as an organisation.

We hope this shift will also encourage many of our members and supporters to also adopt digital communications more generally, but most importantly, it demonstrates UNA-UK's commitment to upholding the very principles and values we expect other organisations to uphold and therefore lead by example.

#### **10. Why were members not consulted on these changes?**

Although there was no formal process of consultation with members regarding these changes, we have incorporated feedback from members over the last 5-10 years in the new membership structure..

We also worked closely with the Elected Trustees at the time, Carl Wright and Viv Williams, to refine these changes before presenting them to the wider UNA-UK board for approval.

#### **11. Will UNA-UK contact me to remind me about my membership renewal?**

UNA-UK will contact all members 2 months ahead of their membership renewal date to inform them of their membership renewal date and cost of membership including the payment options available and any additional charges applicable. Another communication will be sent on the date of expiry to inform members that the membership has now expired and to continue as a member, the membership will need to be renewed.

This communication will be in line with our policy on digital communication. Following the introduction of the membership structures changes, the first renewal letter detailing these changes will be sent by post to all members. All subsequent reminders and communications will be sent by email only unless you wish to continue receiving postal communications and have paid the £10 annual charge.

#### **12. If I have a query regarding membership, how should I get in contact with UNA-UK?**

If you have a query regarding membership either in general, or specifically about your own membership, we would advise you to email [info@una.org.uk](mailto:info@una.org.uk) and a member of the team will respond to your query. We aim to respond to your email as quick as possible, however during busy periods or due to the complexity of the query, it may take 3-5 working days for a staff member to get back to you.

#### **13. How can I stay engaged with UNA-UK's work if I decide not to renew my membership?**

If you decide not to renew your membership, you can become a UNA-UK supporter instead. This does not require any upfront payment, but entitles you to receive our monthly newsletter by email, any email updates on key issues or news, an opportunity to purchase tickets for the Annual Conference, email invitations to any other UNA-UK events and access to our annual digital UNA-UK Magazine. Instead of paying a membership fee you can help UNA-UK by making a one off or regular donation to UNA-UK's work, this is particularly helpful for the charity when income generation is very challenging in the current economic climate.

UNA-UK values both members and our supporters, as both positively contribute to UNA-UK's work.