

Frequently Asked Questions on the Membership Renewal Process

QUESTION 1: How do I renew my membership using the new SCGA eCommerce?

Answer: Each active member will receive an automated email notification from SCGA starting 60 days before his SCGA membership end date. The email notification will have a link for the member to pay the renewal fee online using his credit card (Visa or Mastercard). If no action is taken by the member, supplemental email will be sent 30 days and 7 days before the SCGA membership end date. When you pay your membership renewal fee online, you are done paying your dues for that cycle year and the email notification for that cycle will stop.

QUESTION 2: I do not have Visa or Mastercard. Or I want to pay by cash or check only. What do I do?

Answer: If you receive the email notification from SCGA 60 days before your SCGA membership end date and you do not want to pay SCGA using a credit card, there 3 other options:

- You can pay using ZELLE. Go to your bank's ZELLE application and send your money to Tripllesseniors@gmail.com
- You can pay in CASH by giving your completed renewal form and cash to Dennis Borla when you check in on Wednesday
- You can pay using CHECK by giving your completed renewal form and check to Dennis or by mailing them to George del Carmen using the address on the form. Make sure the check is payable to Triple S Seniors.

QUESTION 3: How do I know that the email notification is coming from SCGA and is legitimate?

Answer: Looking at the email sender, the notification will come from: SCGA Member Services: info@membership.scga.org

- The subject line for 60-day notice will say: "Your Club Account Is Now Up For Renewal"
- The subject line for 30-day notice will say: "Hurry Your Access Ends Soon"
- The subject line for 7-day notice will say: "Triple S Senior Member: You only Have 7 days"

QUESTION 4: Is the credit card information secure?

Answer: SCGA uses https:// during the input and utilization of credit card information. This is the security standard that uses Secure Socket Layer that encrypts information.

QUESTION 5: I do not want to go through the payment process every year. Is there an auto renewal membership option?

Answer: Yes. You can optionally participate in the auto-renewal option easing the payment of dues for the long term. When you pay your dues online, you can click on the auto renew my club membership annually. You will receive an email notification for both 14 and 7 days before the automatic payment is done.

QUESTION 6: Can I opt out of the auto renewal membership option?

Answer: Yes. When you receive the email notification for both 14 and 7 days before the automatic payment is done, you can go to the payment link and unclick the auto renew my club membership. You can also contact your membership director to stop auto renewal for you.