



# 2021 MEMBERSHIP POLICIES

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**Membership Strategy & Services Operational Policies and Procedures**

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**The outlined membership policies are presented as guidelines to local and state component staff and volunteer leadership.**

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## **OVERVIEW OF MEMBERSHIP STRATEGY & SERVICES**

Membership Strategy & Services provides support to components and our members. We provide support by way of sharing information on membership and continuing education, manage member retention and recruitment efforts, invoicing and the distribution of renewal notices, and the collection of membership dues.

Membership Strategy & Services is comprised of five functional areas, all of which support membership retention and recruitment:

- **Call Center Operations**  
Call center support for general and membership specific inquiries from members, components and the public. Continuing education support also provided for members and providers.
- **Membership Engagement**  
Membership engagement strategy and member fulfillment.
- **Membership Operations**  
Dues payment processing, general membership management.
- **Membership Strategy**  
Retention and recruitment marketing efforts and career center resources
- **Billing & Collections**  
Call for dues and chapter invoicing for annual renewal, collection of dues and reporting.

## **AIA MEMBERSHIP AND DUES STRUCTURE**

AIA is a professional membership association with approximately 200 local and state chapters. Membership is required at the local, state and National chapter levels. In some cases, there are states that do not have local chapters. In these instances, members belong to National and the state chapter. Some chapters may be unstaffed and are led by volunteers, while others may be fully staffed.

There are four membership types available to those with interest in joining the AIA:

- **Architect** - Individuals with an architectural license from a U.S. licensing authority are eligible for architect membership.
- **Associate** - Associate membership is open to individuals who meet one of the following criteria: professional degree in architecture; currently work under the supervision of an architect; currently enrolled in the Architectural Experience Program (AXP) and working toward licensure (ARE candidate); or faculty member in a university program in architecture.
- **International Associate** - Individuals who have an architecture license or equivalent from a non-U.S. licensing authority are eligible for International Associate membership.
- **National Allied** - Individuals who do not hold a degree in architecture, but share an interest in the built environment as a professional colleague or enthusiast, are eligible for National Allied membership. Membership is at the national level only.

There are two subcategories of membership available to existing members, based on meeting eligibility outlined in the Institute's Bylaws.

- **Emeritus** – An Architect or Associate member that is at least 70 years of age, has either fifteen successive years of membership in good standing, or, has a total of at least twenty-five successive or non-successive years of membership in the Institute, and has been a member in good standing for at least three successive years immediately preceding application for Emeritus, and is fully retired from the profession of architecture

or an occupation related to the profession of architecture, OR, is at least 70 years of age and is retired from the profession of architecture or in an occupation related to the profession of architecture, or is so incapacitated as to be unable to work in the profession or in an occupation related to the profession of architecture.

- **Fellows** – An Architect member who has been in good standing for at least ten cumulative years may be nominated for Fellowship.

## **RENEWALS AND INVOICING**

### **Billing & Collections**

Membership Strategy & Services leads billing and collection efforts continuously throughout the membership year.

In accordance with the Institute Bylaws, members are required to pay dues to the Institute. National reserves the right to notify members regarding outstanding balances of dues to avoid lapsing or termination of membership. Nonpayment of dues, unpaid balances, or defaulting on the Dues Installment Program agreement will result in lapse or termination of membership. The current dues deadline for renewing members is January 15<sup>th</sup>.

National creates, generates, and distributes all membership dues renewal invoices for members by e-mail and direct mail. For the 2021 renewal year, members will receive their initial renewal by email. Mailed renewals will be deferred until October.

Each local and state component is responsible for supporting the creation of invoices by National staff as outlined in the “Annual Call for Dues” guidelines and schedule issued by Membership Strategy & Services and the Core Member Services Guidelines. This process is managed by the Billing & Collections team. The “Annual Call for Dues” process requires components to report their dues rates for the following year and review any rosters of members or samples of invoices provided by the Billing & Collections team for accuracy. As outlined in the Core Member Services Guidelines, components must report their dues rates to National by September 15<sup>th</sup>. If current dues rates are not provided by this date, the previous year’s dues will be used to create invoices for the upcoming renewal year. Inquiries regarding renewals and chapter invoicing can be directed to [callfordues@aia.org](mailto:callfordues@aia.org).

There are three ways that a member can renew their membership:

1. Online by credit/debit card or electronic check: [aia.org/renew](http://aia.org/renew)
2. By phone: (800) 242-3837, option 2 or 1+ (202) 626-7300, option 2 (outside of the U.S.)
3. By mail: The American Institute of Architects, P.O. Box 64185, Baltimore, MD 21264-4185

### **Partial Payments - Renewing Members**

Renewing members that make partial payments outside of the Dues Installment Program will receive notification from the Billing & Collections team regarding outstanding dues balances. Renewing members with a balance due will not receive an invoice for the following year until the current year’s dues are paid in full. If the full balance is not paid by December 31<sup>st</sup>, 2021, the individual’s membership will be manually terminated.

Full payment of dues is defined as local, state, and national receiving complete payment for all outstanding dues. If the member provides less than full payment, funds received will be allocated to National first, then the local and state chapters

## **Local and State Supplemental Dues**

Supplemental dues are charged by some local and state components. Each local and state component that charges supplemental dues sets their own rates and policies regarding payment (generally this is outlined in the chapters Bylaws). National does not charge supplemental dues.

The principal or managing partner of an architecture firm is required to report and pay the firms supplemental dues liability according to their local and/or state requirements.

For chapters that charge supplemental dues, the Architect renewal invoices include a section on reporting state and/or local supplemental dues. Architect members are required to report supplemental dues liability annually on the renewal.

The supplemental dues liability codes are:

- (1) The architect member neither owns or manages an architecture firm, nor is the individual a sole proprietor.
- (2) The architect member owns or manages a firm employing architects; however, another firm owner or manager is reporting and paying all mandatory supplemental dues owed by the firm.
- (3) The architect member is a sole proprietor and does not employ any other licensed architects. A sole proprietor may be responsible for paying supplemental dues to his/her local and/or state component.
- (4) The architect member is the owner or manager who is reporting and paying the firms supplemental dues.

A chapter may request that AIA National lapse a membership due to the non-payment of supplemental dues. The request should be sent to [memberservices@aia.org](mailto:memberservices@aia.org). However, it will be the chapter's responsibility to contact the member and notify them of the change in status and the supplemental dues owed. Membership will reactivate upon receiving payment and notice from the chapter.

## **DUES PAYMENT PROCESSING**

### **PCI Compliance**

The security of our members information is important to us. Email is not a secured method of receiving credit card data. Please do not email documents to Membership that contain credit card information. The Membership Services & Strategy team does not communicate or encourage members or components email forms with credit card information. You may provide us member credit card information by phone at (800) 242-3837, option 2 or by mail at, P.O. Box 64185, Baltimore, MD 21264-4185.

### **Partial Payments – New and Reinstating Members (excludes Dues Installment Program enrollees)**

New and reinstating members are encouraged to join or reinstate at [aia.org/join](http://aia.org/join).

Dues for new and reinstating members must be paid in-full at the time of application submission. Applications with partial payments will not be processed and the applicant will be contacted and notified of their balance due.

When an applicant cannot be reached after multiple attempts, Membership Operations may request component assistance in resolving the application. If there is no response within 60 business days, the partial payment will be refunded. Check refunds are typically processed within 10 - 14 business days, however, the turnaround time is contingent upon the Accounting department check run. Check refunds tend to take longer during the busier renewal season months of December through February.

Credit card payments will only be processed if the total dues amount has been approved by the applicant at the time of submission. If the full payment is not authorized, the applicant will be contacted for authorization for the proper amount.

### **Partial Payments - Renewing Members**

Renewing members that make partial payments outside of the Dues Installment Program will receive notification from the Billing & Collections team regarding outstanding dues balances. Renewing members with a balance due as of September 1<sup>st</sup> will not receive an invoice for the following year until the current years dues are paid in full. If the full balance is not paid by December 31, 2021, the individuals membership will be manually terminated.

Full payment of dues will result in local, state and national receiving complete payment for all dues. If the member provides less than full payment, funds received will be allocated proportionally between National, state and local chapters based on the following hierarchy: individual dues, chapter supplemental dues, subscription fees.

In accordance with the Institute bylaws, members are required to pay dues to the Institute. National reserves the right to notify members regarding outstanding balances for dues to avoid lapsing or termination of membership.

### **Lapsed Membership**

If annual dues are not paid for the current membership year by March 31, the membership will be lapsed. The lapsing process is run in the database the first week of April. Any member lapsed for nonpayment of dues in the current year may pay to activate their membership before the end of the current membership year by December 31. If dues are not paid by December 31, the membership will be terminated and the member will be required to reinstate. The termination process is run in the database the 1st week of January. Termination is a break in consecutive membership history and can impact future emeritus or fellowship eligibility.

### **Reinstatement of Membership**

Reinstating members are encouraged to join or reinstate at [aia.org/join](http://aia.org/join).

Individuals who were members prior to the current year that have been terminated for nonpayment of dues, must reinstate, and pay the current year dues to activate membership. Reinstating members are eligible for the quarterly prorated dues.

Components that have stepped or graduated dues programs are required to report their policy for reinstating members with their Annual Call for Dues each year. If this information is not reported, Membership Operations will process reinstating members at the highest step.

### **Prior Year Balance Allocation**

Payments received from members that have an outstanding prior years balance are allocated to satisfy the balance. Once the outstanding balance is paid, any remaining payments/funds will be allocated to the current year. Billing & Collections sends regular notifications to members and components regarding balances due.

### **Dues Overpayments and Refunds**

When an overpayment or duplicate dues payment is received, a refund will be issued back to the original payee.

AIA's general refund policy is that membership dues are non-refundable when a member requests to cancel their membership. Companies requesting refunds of membership dues paid for individuals who have left their firm are handled on a case by case basis and will require component approval. Check refunds are typically processed within 1 month, however, the turnaround time is contingent upon the Accounting departments check run.

### **Insufficient Funds Payments**

Accounting reconciles all daily payment batches, including online transactions. If a physical check payment or electronic check payment does not process due to insufficient funds or an invalid account/routing number, Membership will contact the member regarding the payment issue and request a replacement payment. The

payment transaction will be reversed by Accounting in the database and the component will see the transaction as a debit to future deposit. The dues balance will remain open/outstanding, and the membership will be lapsed or terminated at the appropriate time if the invoice remains unpaid.

### **Transfer of Component Dues via ACH Deposit**

The Automated Clearing House (ACH) is a nationwide electronic funds transfer (EFT) system that facilitates the inter-bank clearing of credit and debit transactions and information exchanges among participating financial institutions.

Dues payments and publications fee payments are processed in the centralized database. After a payment batch is processed and closed, it is sent to Accounting to be posted. Accounting posts nightly at approximately 5:00 pm EST. The ACH distribution of component dues will appear in component bank accounts by 3:00pm the following morning.

Any component bank changes/updates need to be reported immediately to the Accounting. Each component shall be responsible for the monthly reconciliation of deposits, bank accounts, membership and financial reports and for reporting any discrepancies as appropriate. Changes in banking information should be directed to Vermetra Riley, Director of Component Accounting at [vriley@aia.org](mailto:vriley@aia.org)

### **Payment Processing Discrepancies**

When dues payments submitted for membership renewal or from prospective or reinstating members cannot be processed, the Membership Operations team will contact the member to resolve the payment discrepancy. Some examples include, but are not limited to, invalid or declined credit card, partial payment, or license information cannot be validated.

In instances where the member does not follow up with Membership Operations, the local and/or state component may be included on subsequent emails to the member/prospective member and asked to join in the collection efforts to resolve the issue. Members whose invalid renewal payments go unresolved will result in lapsing and eventual termination of membership if the dues are not paid in full by December 31<sup>st</sup>.

## **MEMBER REQUESTS**

### **Chapter Transfers**

Members may request a transfer of membership to another component at any time if their home or work address provided is within the territory of the new chapter requested. National reviews and processes all transfers. A member is not required to pay dues to both the old and new component in a single year.

Chapter transfers are not automatic when a member changes their address. National must receive a written request or chapter transfer form to process a transfer. Requests can be sent by email to [memberservices@aia.org](mailto:memberservices@aia.org) or by fax to (202) 626-7547.

If a member requests to be part of a chapter that is outside of their home or work territory, per the bylaws, the members request would need approval from both local chapters involved before the transfer is processed. If one or both chapters do not approve the request, the transfer will not be processed. If the member continues to push back after a chapters denial In special cases, upon receiving written application from a member, the Secretary may assign a member to a chapter that is neither the legal residence nor principal place of business of the member.

- If the member transfers in Quarter 1 - membership payment received will be credited to the component to which the member has requested a transfer. If the transfer results in a balance due, the member will be mailed/e-mailed a statement showing their component transfer and balance owed.
- If the member transfers after Quarter 1 - membership payment received will be credited to the previous state/local components. Any payment of dues (if partially paid) will remain at the previous component.
- If the member transfers and has not paid current year's dues - membership payment received will go to the component the member has requested to transfer to. If the transfer results in a balance due, the member will be mailed/e-mailed a statement showing their component transfer and balance owed.



### **Membership Status Changes - Associate to Architect**

Per the AIA Bylaws:

Advancement from Associate to Architect Membership. An Associate who receives an initial license to practice architecture thereby becomes eligible for Architect membership and may not renew membership as an Associate.

To facilitate a change in status from Associate to Architect, a status change form must be completed. The members license must be active at the time of request and license information should be completed on the form for verification.

### **Membership Status Changes - Architect/Associate to Emeritus**

Per the AIA Bylaws (*Amended June 20, 2018*):

**2.311 Architect Members.** Any Architect member may apply for Emeritus status if (a) [the member] (i) has been in good standing in the Institute for fifteen successive years immediately prior to . . . application, or (ii) has had a total of at least twenty-five successive or non-successive years of membership in the Institute, and has been a member in good standing for at least three successive years immediately preceding . . . [the] application for Emeritus membership; and (b) . . . [the member] either (i) has attained the age of 70 and is retired from the profession of architecture, or (ii) is so incapacitated as to be unable to work in the profession.

**2.312 Associate Members.** Any Associate member may apply for Emeritus status if (a) [the member] (i) has been in good standing in the Institute for fifteen successive years immediately prior to . . . application, or (ii) has had a total of at least twenty-five successive or non-successive years of membership in the Institute, and has been a member in good standing for at least three successive years immediately preceding . . . [the] application for Emeritus membership; and (b) . . . [the member] either (i) has attained the age of 70 and is retired from the profession of architecture, or (ii) is so incapacitated as to be unable to work in an occupation related to the profession of architecture.

Architect to Emeritus Form - must be completed and signed by the component before submitting to national for verification of eligibility and processing.

Associate to Emeritus Form - must be completed and signed by the component before submitting to national for verification of eligibility and processing.

It is the responsibility of the local component to instruct a member about the Emeritus application process. Once a form has been completed (signed by both the member and the component), it should be forwarded to AIA National by email to [memberservices@aia.org](mailto:memberservices@aia.org) for review and approval.

Emeritus members are not responsible for annual dues or supplemental dues. Some chapters have an optional publication subscription that emeritus members may elect to subscribe to. Emeritus members may continue to use the designation and will receive all benefits and access as an Architect or Associate member.

### **Appeal Process for Emeritus Waivers**

The Secretary of the Institute can waive the age requirement and/or the 15 successive or 25 successive or non-successive years of membership, however, the Secretary does not have the authority to waive the retirement requirement for Emeritus.

The Emeritus waiver form must be signed by the local chapter before submitting to National for processing. National does not provide members the Emeritus forms. Components can also access these forms on Component Connect through the Component Membership Toolkit.

Completed forms should be submitted to [memberservices@aia.org](mailto:memberservices@aia.org). Secretary waiver requests can take 30 – 45 business days before a decision is rendered.

## **Dues Adjustments/Waivers**

The component has the initial responsibility in the dues adjustment/waiver process and must complete their designated section of authorization on the Dues Adjustment Form. The component is responsible for making sure the state and local acknowledge and approve the request; the signed form should be forwarded to National to be reviewed by the Secretary of the Institute.

Reductions are required to be distributed equally for all tiers of membership (National, state and local). If the Dues Adjustment Form does not reflect an equal reduction, the adjustment will not be submitted to the Secretary and will be returned to the component.

### *Eligibility*

A member who meets one or more of the qualifications below may request a waiver of his/her membership dues:

- Financial Hardship
- Medical Disability
- Sabbatical
- Family Leave
- Unemployment/partial employment
- Other exceptional circumstances (A member must complete the Exceptional Circumstances Dues Adjustment Request Form under this category)

### *The American Institute of Architects Bylaws – Regarding Dues Waivers*

#### 3.12 Hardship Dues Reduction by the Component

The component, in exceptional circumstances and after consultation with the Institute Secretary and other assigned components, may waive all or any part of the dues or fees in equal proportions across all components owed by a member at any level of membership in the AIA.

### *The American Institute of Architects Rules of the Board – Regarding Dues Waivers*

#### 3.021 Waiver and Deferral of Institute Dues Payments

The Secretary may waive or defer payment of the Institute dues of any member for up to one year upon written presentation of satisfactory evidence of financial hardship, medical disability, sabbatical, family leave, unemployment or partial employment or such other hardship as may reasonably justify waiver or deferral. A minimum annual payment may be required in all cases to cover the costs of mailings. A waiver for any of the reasons stated above is annual and renewable upon written request for up to a total of three consecutive years; no waivers will be granted beyond that three-year period except in those instances in which compelling and extraordinary reasons are demonstrated for doing so.

### Dues Adjustment/Waiver Process

1. Completed dues adjustment form will be signed by local or state component if in agreement
2. Where the member is assigned both to a Local Component and a separate State Component, either Component may submit the waiver to National. The originating Component must certify that they have consulted with the member's other assigned Component regarding the adjustment/waiver request before submitting to National. The signed form should be emailed to [aiawaivers@aia.org](mailto:aiawaivers@aia.org).
3. Membership will forward the request to the Secretary of the Institute for review
4. Member and component will receive an email notification on the decision rendered by the Secretary.

In instances which a member has been granted a dues waiver for three-consecutive years in a row and is requesting a dues adjustment/waiver for a fourth year, they can complete an Exceptional Circumstances Dues Adjustment Request Form for review by the Secretary of the Institute for an exception to be made. This form should be completed only if the member is able to demonstrate circumstances that are compelling and extraordinary.

## **Membership Application Processing**

New and reinstating members are encouraged to join or reinstate at [aia.org/join](http://aia.org/join).

If an application is submitted in lieu of joining or reinstating online, completed applications can be sent by mail to The American Institute of Architects, P.O. Box 64185, Baltimore, MD 21264-4185.

The Membership team will verify all applications submitted directly to National before processing. If an application does not provide valid verification of eligibility for membership or payment in full, the application will not be processed. The prospective member will be notified of the missing or invalid documentation needed to process the request be asked to provide Membership Operations the documentation.

If payment has been submitted by check, there is a 60-day window to submit verification or full payment before a refund is issued back to the member. If the application is submitted with a credit card payment, the card will not be charged until verification is received or authorization for full payment is provided. After the 60 days, the members request is withdrawn.

Upon obtaining AIA membership, members agree to abide by the Code of Ethics and Terms & Conditions for AIA membership. The Terms & Conditions outline that membership with the American Institute of Architects is subject to review of eligibility and that membership is contingent upon verification of eligibility. AIA reserves the right to cancel or revoke membership with invalid or missing proof of eligibility. Eligibility requirements for all membership categories can be found at [www.aia.org/join](http://www.aia.org/join) and is printed on all paper applications.

If components request that prospective members return completed applications to the chapter, the component is responsible for verifying the provided documentation to ensure the applicant meets the requirements for membership, prior to sending to National for processing.

Please encourage members not to email applications with credit card information for their own security. The form can be emailed and National will call the member when the application is ready for processing,

## **Chapter Assignment**

New and reinstating members are required to be assigned to a chapter either where they live or work. This includes members living internationally in a country under the jurisdiction of one of our seven international chapters.

Individuals who live outside of the boundaries of the seven international chapters outside the United States, will be assigned to the Institute and will be associated to the International Region.

Individuals who are licensed outside of the United States (regardless of work or home location) qualify for International Associate membership.

Individuals who hold a U.S. license regardless of work or home location, will be processed as Architect members.

Any applicant or member, who requests a special assignment, must submit a request to the Secretary of the Institute through AIA National Membership Operations.

Participation in an Unassigned Chapter. In addition to membership in an assigned chapter, a member may, without action by the Institute, participate voluntarily in any unassigned chapter upon approval of an application by such chapter. The member, however, may not vote for delegates or on matters affecting the Institute in the unassigned chapter and shall be listed in the records of the Institute only in the assigned chapter.

## **Component Assignment for Non-US Resident Members**

### **UKXX: AIA London/UK**

England, Scotland, Wales, Northern Ireland

**EUXX: AIA Continental Europe**

Albania, Andorra, Austria, Belgium, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, FYRO Macedonia, Malta, Moldavia, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia and Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine

**HKXX: AIA Hong Kong**

Hong Kong

**JPXX: AIA Japan**

Japan

**SHXX: AIA Shanghai**

Shanghai (only).

**MLXX: AIA Middle East**

Algeria, Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Saudi Arabia, Syria, Tunisia, UAE and Yemen

**CNXX: AIA Canada**

Canadian territory

**Membership Cancellation Requests**

The Membership team exhausts all efforts to retain members requesting to cancel membership. In most cases, the local component will be notified by email when a member submits a request to cancel and will be asked to follow up with the member to attempt to retain the membership. Components will be asked to follow up with Membership Operations upon contacting the member as to the outcome of their outreach before proceeding with processing the request.

Cancellation requests must be received by the member in writing and sent to [memberservices@aia.org](mailto:memberservices@aia.org)

**Membership Verification Letters**

Requests for letters of AIA membership verification should be sent to [memberservices@aia.org](mailto:memberservices@aia.org).

Verification letters will include the following information only:

- Member Name
- Primary Address
- Date of Letter Issue
- "...is an active member of the AIA."

Verification letters should be sent to the member only. AIA National does not send these letters to third parties unless a signed release from the member is received. Once the letter has been received by the member, it may be forwarded to the requesting party.

**MEMBERSHIP MANAGEMENT****Use of AIA Designations**

The name and initials (AIA) of The American Institute of Architects are registered trademarks. This means that no one has the right to use them to describe any other organization, individuals, or activities connected with the architectural profession without the Institute's permission.

One of the benefits of membership in the Institute is the right to use a suffix to the member's name that includes the AIA's initials. The Institute's Bylaws designate a suffix that may be used each membership category except for Allied Members, who are not permitted to use the AIA's initials as a suffix to their names.

Only those individuals who are members in good standing are entitled to use the AIA designations. Use of an AIA designation by a non-member is a trademark infringement and is subject to legal action under both state and federal law. Similarly, organizations or companies may not use the AIA's name, initials, or other trademarks unless the Institute has entered into a written agreement giving permission. To report misuse of AIA designation or other trademarks, e-mail the Institute's legal counsel at [copyright@aia.org](mailto:copyright@aia.org).

A list of AIA designations is listed below:

- **AIA** – Architect Member (individual entitled under law to practice architecture and use the title Architect in any state of the United States)
- **Associate AIA or Assoc. AIA** – Associate Member (individual without an architectural license from a U.S. licensing authority who meets other architectural education or employment requirements set out in the Institute's Bylaws)
- **International Associate AIA or Intl. Assoc.**– International Associate Member (individual without a U.S. architectural license who has an architectural license from a non-U.S. licensing authority)
- **FAIA** – Fellow (Architect Member who has been advanced to Fellowship by the Institute)
- **AIA Member Emeritus** – Architect Member Emeritus (Architect Member who has applied for and been granted emeritus status by the Institute as set out in the Institute's Bylaws)
- **Associate AIA Member Emeritus** – Associate Member Emeritus (Associate Member who has been applied for and been granted emeritus status by the Institute as set out in the Institutes Bylaws)
- **FAIA Member Emeritus** – Fellow Emeritus (Architect Member who has been advanced to Fellowship by the Institute and been granted emeritus status by the Institute as set out in the Institute's Bylaws)
- **Hon. AIA** – Honorary Member (individual otherwise ineligible for membership who has been admitted to honorary membership in the Institute as set out in the Institute's Bylaws)
- **Hon. FAIA – Honorary Fellow** (architect who is neither a citizen or resident of the United States, who does not primarily practice architecture with U.S. territory, and who has been admitted to Honorary Fellowship as set out in the Institute's Bylaws)

### **Reporting Misuse of the AIA Designation**

To report an individual using an AIA designation or claiming to be an AIA member that is not an active AIA member, contact General Counsel's office by email at [copyright@aia.org](mailto:copyright@aia.org) (Cassandra Brown, Sr. Manager, Intellectual Property & Contracts).

### **Database Training**

New component staff must receive database training before receiving access to the database. This may be scheduled by e-mailing a request to the AMS team at [AMS@aia.org](mailto:AMS@aia.org).

### **Duplicate Records in the Database**

Requests to combine/merge duplicate records in the database should be sent to [memberservices@aia.org](mailto:memberservices@aia.org).

## **Membership Retention and Recruitment Efforts**

National has continuous membership retention and recruitment initiatives throughout the year. Notifications of any initiatives are shared with components in the Component Updates newsletter and through Component Connect.

Components should support membership retention and recruitment by encouraging prospective members to join and existing members to renew. Engaging prospective and current members regularly help support Nationals efforts. If you have questions about engagement initiatives or general engagement information contact Wanda Chambers-Steinberg (Director, Membership Engagement) at [wandachambers@aia.org](mailto:wandachambers@aia.org)

## **Servicing Component Responsibilities**

### ▪ **Core Member Services Requirements**

All components and volunteer leaders shall understand and administer all membership policies and procedures in accordance with the [Core Member Services Requirements](#). Questions about these requirements should be directed to Ann Dorough (Director, Component Development) at [anndorough@aia.org](mailto:anndorough@aia.org)

### ▪ **Provide Updated Chapter Contact Information**

Staffing changes for key points of contact or relocation of chapter headquarters should be reported to Component Relations at [componentrelations@aia.org](mailto:componentrelations@aia.org) and Membership at [callfordues@aia.org](mailto:callfordues@aia.org)

### ▪ **Reporting Component Dues Rates**

Servicing Components shall provide and verify the accuracy of dues rate information for all components they serve and in accordance with Annual Call for Dues deadlines. Questions regarding chapter dues rates should be directed to [callfordues@aia.org](mailto:callfordues@aia.org)

### ▪ **Component Bank Information**

To transfer payments directly to each component, Servicing Components shall assist the AIA in gathering and verifying the accuracy of bank account information required for the ACH deposit system. Contact Accounting at [vriley@aia.org](mailto:vriley@aia.org) to make updates or changes to component banking information

## **Lapsed Memberships and Terminated Memberships**

If a member does not pay dues by April 1, the membership is placed in a lapsed status. A lapsed member will no longer receive AIA member benefits and must discontinue using the AIA designation after their name. A lapse does not reflect as a permanent break in the member's history.

An individual that is lapsed can renew their membership within the same calendar year of the lapse. If a lapsed member does not pay dues by December 31<sup>st</sup>, the membership is then terminated. The member must reinstate the membership to become active again if they have been terminated for at least one calendar year. Terminations remain on the member's history and can impact consecutive years of membership for emeritus status or fellowship. If a membership is terminated, the individual must reinstate.

Lapsed members receive a communication from the Secretary of the Institute in May. This communication reminds individuals of their lapse in membership, the benefits they will no longer have access to, as well as a reminder to discontinue use of the AIA designation.

After a lapsed member is terminated for nonpayment of dues, National will often encourage reinstatement through recruitment win back efforts, which are typically email communications.

## **Deceased Member Records**

Deceased updates in the database must be handled by national membership staff. Components should send notifications of deceased members to [memberservices@aia.org](mailto:memberservices@aia.org) and records will be updated accordingly. Membership Operations will ensure any open invoices are deleted so future renewal reminders and/or dues mailings will cease.

Refunds of the current year's dues will be honored if requested by the spouse or the firm that submitted payment for the deceased member's current years dues, and if the deceased members local chapter approves of the refund.

## **Returned Mail**

Each year National receives on average of 2,000 returned renewal invoices with an incorrect mailing address. Please encourage members to keep their information current. They can use the self-service portal at [myprofile.aia.org](http://myprofile.aia.org) or email updates to [memberservices@aia.org](mailto:memberservices@aia.org). By maintaining current email addresses and mailing addresses helps to ensure that AIA membership dues information and other AIA benefits information is delivered timely to our members.

## **Member Fulfillment**

New member packets are shipped out from an external vendor approximately weekly to new and reinstated members. Members changing their membership category from Associate to Architect also receive member packets reflecting their recent licensure. The packet includes: a certificate, membership card, key fob and lapel pin.

Welcome packets include membership certificates signed by the AIA President and AIA Secretary (11 x 14 for Architect members and 9 x 12 for Associate, International Associate, and National Allied members). Architect members receive gold pins, and Associate and International Associates receive silver pins. National Allied members, however, do not receive lapel pins. Certificate, cards, and pins are contained within a certificate holder, card holder, and Member Guide holder.

In some instances, members may request replacement of certificates, cards, or pins, which are also sent out via the external vendor. Members will receive an email notification from a third-party vendor that their packets are in route to them via the U.S. mail. Members should receive their packets or replacement items within approximately three to six weeks after joining, reinstating, changing membership category from Associate to Architect, or requesting replacement items. Delivery to international addresses tend to experience the longest delivery times and may require up to eight weeks.

In many cases, member packets that cannot be delivered are returned to national. Initially, the member is notified when the packet is returned. If we are unable to reach the member, both the component and member are notified. If the member provides an updated address, the packet is then forwarded to that address. If we are unable to reach the member, despite many attempts by national and component, packages will be mailed to the local component.

In some cases, packets undelivered to members are not returned to us. Members who have not received their packets after eight weeks should notify the AIA for a replacement by email at [memberservices@aia.org](mailto:memberservices@aia.org) or by phone at (800) 242-3837, option 2.

## **Component Requests for Membership Reports**

Requests for specialized reports from the database should be submitted by email to [aiamembershipreportingrequest@aia.org](mailto:aiamembershipreportingrequest@aia.org).

## **Online Access and Single Sign On (SSO) for Members**

Each new or reinstating member's password is established at the time their request is processed in the database. If members need assistance with online access, they can contact Member Services at (800) 242-3837, option 2.

For security reasons, member passwords cannot be reset by AIA staff. If a member forgets or loses their password, they must use the "forgot password" link. A link will be emailed immediately to the primary email address on file and the password can be reset.

## **Dues Installment Program**

The Dues Installment Program is available to new, renewing and reinstating members and can be done online during the payment process. Eligible members can enroll in the program, which consists of a maximum of 6 installments, beginning on October 1. There is a \$40 service fee to enroll into the program. The service fee is divided throughout the selected number of installments.

If a member enrolls between October and January, they are eligible for the maximum number of installments. Thereafter:

- February enrollment: maximum of 5 installments
- March enrollment: maximum of 4 installments
- April enrollment: maximum of 3 installments

The deadline for enrollment into the Dues Installment Program is April 30 and the final installment must be satisfied by June 30.

### **Continuing Education Requirements**

Each year Architect members and International Associate members are required to fulfill eighteen (18) total learning units of which twelve (12) should be health, safety, welfare (HSW).

In April, CES audit members are notified and have until September 30 to satisfy the previous year's requirement.

A percentage of AIA members are randomly selected each year for audit review of their continuing education requirements. A list is generated of audit eligible members and from that list a percentage of members are randomly selected. If a member is selected, the AIA will notify the member and the component if they are in jeopardy of not meeting the requirements. Please contact Ramiro Solorzano, Sr. Manager of CES, at [ramirosolorzano@aia.org](mailto:ramirosolorzano@aia.org) if you have any questions.

For more information visit the [Continuing Education](#) page on aia.org.

## **MEMBERSHIP INCENTIVES**

### **15 for 12**

Beginning October 1 of each year, new and reinstating members are eligible to join/reinstate and receive 15 months of membership for the cost of 12 (October of current year through December of the following year).

New and reinstating members can take advantage of the offer by joining or reinstating online at [www.aia.org/join](http://www.aia.org/join).

### **Newly Licensed Graduated Dues Program**

The following applies to the chapters that have opted into the newly licensed program incentive. The program was instituted in 2016 with the purpose of relieving some of the financial burden for recently licensed architects.

Architect members attaining their initial license will be included in a three-year program that phases in your national Architect dues over a three-year period:

- 1st calendar year after licensure - renews at Associate member rate + 1/3 the difference of Architect member rate
- 2nd calendar year after licensure - renews at Associate member rate + 2/3 the difference of Architect member rate
- 3rd calendar year after licensure – renews at Architect member rate

For additional information on the program or to enroll your chapter into the incentive contact [callfordues@aia.org](mailto:callfordues@aia.org)



### **New Graduate Program (NAAB accredited)**

The new graduate promotion is available for recent graduates that graduated with a NAAB-accredited Bachelor's, Master's, or Doctorate professional degree in architecture within the past 18 months. Eligible prospects can receive *up to 18 months* of free Associate membership

[Find a NAAB Institution and Degree for Eligibility](#)

Members may participate in the new graduate promotion only once.

The new graduate promotion may not be entirely free for eligible enrollees, as some local and state chapters charge dues for new graduates. National does not charge dues for new graduate or new graduate expansion and encourages local and state chapters to do the same.

### **New Graduate Expansion Program (Non-NAAB accredited)**

The new graduate expansion promotion is available for non-accredited degree holders or individuals enrolled in an AXP program working under an architect's supervision eligibility that meet the following criteria:

- currently work under the supervision of an architect in a professional or technical capacity directly related to the practice of architecture *and*
- recently graduated with a non-NAAB Bachelor's, Master's, or Doctorate degree within the past 18 months,

OR

- currently work under the supervision of an architect in a professional or technical capacity directly related to the practice of architecture *and*
- currently enrolled or participating in circumstances recognized by licensing authorities as constituting credit towards architectural licensure

[Find a Non-NAAB Institution and Degree Eligibility](#)

Members may participate in the new graduate expansion promotion only once.

The new graduate promotion may not be entirely free for eligible enrollees, as some local and state chapters charge dues for new graduates. National does not charge dues for new graduate or new graduate expansion and encourages local and state chapters to do the same.

## **ARCHITECT MAGAZINE**

*ARCHITECT* is the official magazine of the AIA. Membership dues include a paid subscription to *ARCHITECT* magazine, at a value of \$29.50 for one year. Members will begin receiving *ARCHITECT* magazine at their preferred address 6 to 8 weeks after joining or reinstating.

Members can choose to receive only the digital/email version of the magazine instead of the mailed copy and can manage their delivery preference on the self-service portal at [www.aia.org/myprofile](http://www.aia.org/myprofile). Effective June of 2020, any member with a primary address outside of the United States will have *ARCHITECT* magazine delivered by email only.

## **IMPORTANT 2021 MEMBERSHIP DEADLINES**

January 6	2021 Termination Process Run in netFORUM
January 15	Official Deadline for 2021 Dues Renewal
March 31	Official Lapsing Deadline for Unpaid 2021 Renewal
April 7	Lapse Process Run for Unpaid Members in netFORUM
April 30	Final Deadline to Enroll in the 2021 Dues Installment Program (DIP)
May 1	Secretary Lapsed Communication sent to members unrenewed for 2021
June 30	Dues Installment Program (final installments due/debited)
September 15	Deadline for 2022 Dues Rates
September 30	Deadline to Fulfill 2020 Continuing Education Requirements
October 1	15 for 12 Begins for New and Reinstating Members
December 31	Final Deadline to Renew 2021 Membership ( <i>termination process run in the database in January</i> )
December 31	Final Deadline for 2020 Continuing Education Compliance

\*\*\*Dates are subject to change with adequate notification\*\*\*