

EKSC Policy on Outstanding Member Accounts



BACKGROUND

1. The Edmonton Keyano Swim Club (“EKSC”) is a non-profit entity providing a competitive swim program. Participation of a swimmer in the program requires payment and services to meet those financial obligations. In order to meet the monthly financial commitments of EKSC to the entities it has contracts with and its staff, timely and full payment from its members is required upon invoicing. Invoicing takes place on 1st of each month and Members have 10 days in which to pay their accounts in full.
2. This policy covers all member accounts who still have monies owed to EKSC after the first 10 days in a month and also supplements the general financial commitment information contained within the Employee Handbook for EKSC.

PURPOSE

3. To outline the process through which outstanding member accounts are proactively managed with a view to securing all monies owed to EKSC in a timely manner; outlining the escalation process on how the overdue accounts will be governed, and the ability of members with accounts in this position to actively participate in Club travel meets.

SCOPE

4. All members who have an actively participating swimmer with EKSC.

DEFINITIONS

5. The following terms have these meanings in this Policy:
 - a. “Members” – all categories of membership defined in the Organization’s Bylaws who have an active participating swimmer with EKSC and incur a monthly fee for the products and services received.
 - b. “Outstanding Member Accounts” – those members with monies still owed and due for payment to EKSC after the first 10 days of a month.
 - c. “Arrears List” – all outstanding accounts with monies still owed to EKSC after the first 10 days of a month.

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POLICY

6. Not Sufficient Funds and Late Payment Penalty Fee

- a. In order to meet the monthly financial commitments of EKSC to the entities it has contracts with and its staff, timely and full payment from its members is required upon invoicing. If the invoiced payment is not received by the due date (ie. within the first 10 days of the month in which it is due), a Late Payment Penalty of \$25 is placed against the Member's account. A NSF cheque penalty is \$25. (Note: this is the NSF charge levied by EKSC and does not include any additional charges made to an individual member from their bank which could be in excess of this value). The member's credit card on file with the office will be charged with the updated invoice amount.

7. Escalation Procedure

- a. After 10th day of each month: the accountant shall prepare an 'arrears list' for the General Manager (GM) to review and determine appropriate steps for every account which is in arrears.
- b. Member accounts > 30 days in arrears with any amount outstanding: a *documented follow up* is completed by the accountant to the Member. Swimmers may have all possible committed expenses cancelled, including flights and hotels for travel competitions and all swimmers' entries to any swim meet. Members will be responsible for any cancellation fees associated with changing or cancelling bookings or entries. The GM shall advise the Member that the swimmer *may* be excluded from training practices at the end of that month until the account balance is paid in full. When necessary, GM or accountant's follow up should be a telephone call, then a written letter advising of time to pay and consequences. A formal notice of this is reported by the GM to the Board prior to the end of the month.
- c. Member accounts > 60 days in arrears with any amount outstanding: swimmers will have all possible committed expenses cancelled, including flights and hotels for travel competitions and all swimmers' entries to any swim meet. Members will be responsible for any cancellation fees associated with changing or cancelling bookings or entries. A *documented follow up* is completed by the GM, or GM designate – depending on the severity of the balance owing or escalation of communication up to that time; to the Member. The follow up shall be prior to the 20th day of the month and shall be a phone call with a written letter advising of the time to pay and consequences. That follow up is reported to the Board prior to the end of the month. The GM shall advise the Member that the swimmer(s) *will* be excluded from training practice at the end of that month until the account balance has been paid in full.
- d. Members accounts > 90 days in arrears: a *documented follow up* is issued by the GM, or GM designate – depending on the severity of the balance owing or escalation of communication up to that time; to the Member. The GM's follow up shall be prior to the 10th day of the month and shall be a written letter advising the Member that the swimmer(s) is excluded from

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participating in EKSC training and meets until the account balance has been paid in full. A copy of the letter shall be reported to the Board. The GM shall notify Swim Alberta and recommend any further avenues to recover monies owed to the Club.

- e. Generally, Member accounts with an outstanding balance after the first 10 days of >\$1000 and/or are > 30 days past their due date; will result in the swimmer not being eligible for team travel meets or team flights to be booked on their behalf until the account balance has been paid in full.

8. Reporting Procedure

- a. Accountant and GM to review all outstanding members' accounts on a weekly basis, highlighting any cases which are a cause for concern, to the President and Vice-President on a bi-weekly basis.
- b. Each month the 'arrear list' needs to state the person responsible for taking action, when this was done and the current status of the account. All correspondence issued and responses received need to be retained and documented against each members' account. A copy of the 'arrear list' (without individual member names) is also captured within the General Manager report and presented to the Board of Directors each month.
- c. Each outstanding member account has to be reported and a summary of actions taken presented to the next level up in the Club (see 7.0 Escalation Procedure) adhering to the timescales also detailed in section 7.0 above.

9. Decision-Making Procedure

- a. For every account that remains outstanding for > 60 days, the agreement to any settlement which is a variance from paying the full account off in full with immediate effect; needs to be made by the next level in the escalation process (see section 7.0).

10. Extenuating Circumstances

- a. If there are extenuating hardship circumstances, the Club can work with the member concerned to agree on a way forward to resolve the arrears. However, the decision should be taken by the next level in the escalation process to agree the final settlement and a documented report of the way in which the case has been handled by the Club along with an audit trail of all correspondence made and responses received by both parties issued to the person/body making the decision.
- b. There can be circumstances within a family unit that need to be considered for modified or relief from: financial, officiating and other obligations of the member(s). In these rare circumstances a

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letter can be written to the EKSC President. Mark it 'Confidential EKSC President' and e-mail directly to the President or deliver to the EKSC office. The letter must be very specific in what relief is being requested and the circumstances that prevent fulfillment of the member's obligations. If the letter does not provide enough information the request can be denied. The President will bring the matter to the Executive Committee, as soon as possible, for evaluation and a decision. You will receive a letter with the Executive Committee's decision.