



CANADIAN  
ASSOCIATION OF  
CRITICAL  
CARE  
NURSES

## Continuous Renewal FAQs...CACCN Membership

### What is Continuous Renewal?

The new CACCN “Continuous Renewal” feature allows for continuous renewal of your membership on its expiry date if you pay via credit card. You will no longer have to worry about remembering to renew! Following the completion of your membership application, CACCN will charge membership dues to your credit card. Following this, CACCN will continuously charge your credit card at the selected membership interval (i.e. every one or two years). After each renewal CACCN will send your membership card and receipt via mail. With this worry-free feature, your membership benefits will continue without interruption!

### How do I sign up?

***Signing up for continuous renewal is very easy!***

- Members who complete their membership online are ***automatically included*** in the Continuous Renewal Program.
- If sending your membership using the printed membership / renewal form and a CREDIT CARD, the membership will be processed via the online system and “continuous renewal” implemented.
- On your next renewal date depending on the membership term selected (one or two years); CACCN will renew your membership using the credit card information provided.
- If your credit card information or expiry date changes, be sure to let CACCN know by emailing [caccn@caccn.ca](mailto:caccn@caccn.ca) or calling 1-866-477-9077 / 519-649-5284.

### How does it all work?

Provided you continue to meet membership criteria (active or associate), your continuous renewal participation will continue until you choose to cancel your membership or opt out of the program. If there is a change in CACCN membership dues prior to continuous renewal, the newly determined fees will be applied. Any change in membership dues will be communicated well in advance of implementation.

### Does CACCN store my credit card information?

No, CACCN does not store your credit card information in our database nor in any record held at National Office. All credit card information is explicitly stored with the credit card processing company Eigen Developments. Eigen Developments meets and exceeds all industry standards in ensuring the financial safety of our members. CACCN will maintain a record of those participating in the program via membership number and contact information.

### Can Continuous Renewal be cancelled?

CACCN provides notification to members of the impending auto renewal of membership approximately forty-five (45) days prior to the renewal date via Canada Post and also provides notification via email, when possible. **Refund of payment will not be issued for auto renewal of membership fees if the member has not contacted CACCN National prior to the membership expiry date to cancel continuous renewal.**

Cancellation of continuous renewal may be completed by submitting a written request to CACCN National Office at **least fifteen (15) days** prior to your membership expiry date: CACCN, P. O. Box # 25322, London, ON, N6C 6B1; via email to [caccn@caccn.ca](mailto:caccn@caccn.ca); or via fax to 519-649-1458.