

	POLICIES AND PROCEDURES	INDEX NO. 1027	APPROVAL LEVEL EB
	SUBJECT Member Benefits	EFFECTIVE 08/2024	SUPERSEDES 5/2021
	SPECIAL DISTRIBUTION Member Services Committee		

POLICY

The Member Services Committee is responsible to review Member Benefits.

PROCEDURE

1. Any proposal for a new, revised, or removal of a member benefit will be submitted to the Director of Member Services and/or the Executive Director. Recommendations related to member benefits may originate from various sources, such as: Members, Family RV Association Staff, Executive Board, and other Family RV Association committees. This is not a limiting list but is provided only as an example.
2. The Family RV Association Staff will evaluate the proposed new or change to member benefits to determine the feasibility of moving forward and will report their recommendation to the Chairman of the Member Services Committee and to the President.
3. If the recommendation is that further consideration of the proposal be made, the Chairman of the Member Services Committee will present the proposal to the committee for discussion and any further action that is necessary.
4. The committee will determine whether they wish to proceed with the member benefit by way of a motion of recommendation to the Executive Board.
5. The Executive Board will periodically review current member benefits and recommendations to add, delete, or change member benefits.
6. If the Executive Board determines that further analysis is needed to change a member benefit(s), the Executive Board will request that the Family RV Association Staff review the change for economic impact and related recreation vehicle industry comparisons and do a cost benefit analysis.
7. The Finance Committee will review the cost benefit analysis if the benefit involves a cost to Family RV Association. If the proposed benefit provides a commission to Family RV Association, the Finance Committee will be informed.
8. The Executive Director will review any contracts related to the proposed benefit and, if necessary, send the contract to the corporate attorney for review.
9. The Executive Board may then choose to take no further action; to try the change for a trial period; to refer the recommendation for additional information; to reject; or, depending on the fiscal impact of the benefit, to approve or recommend it to the Governing Board for approval.
10. If approved the Family RV Association Staff will provide a roll-out plan related to the change in member benefit(s) if needed.



SUBJECT

Member Benefits

INDEX NO.

1027

Note: Family RV Association member benefits may be removed based on, but not limited to, the following rationale:

Upon non-renewal of any contract by either party.

Provider is no longer offering the service.

Provider is no longer in business and a suitable replacement provider currently cannot be found.

The Executive Board has determined that the benefit is no longer advantageous for the members.

This Policy and Procedure replaces FMCA Policies and Procedures 1005, Anti-Theft Stickers; 1006, Emergency Road Service Program; 1007, Family Motor Coaching Subscription; 1011, Coupons; and 1014, Trip Routing Service.