



## **PGA of Canada Payment Information for 2021 Annual Dues**

### **NEW – Payment Plan Option for 2021 Annual Dues to support those affected by COVID-19**

Set up a Monthly Payment Plan via Visa, MasterCard, and Visa debit on [pgaofcanada.com](http://pgaofcanada.com)

<b>Monthly Payment Plan Options</b>	<b>Start Date by</b>	<b>End Date by</b>	<b>Discount &amp; Contest</b>
<b>3 months</b>	August 25, 2020	October 25, 2020	Eligible for Contest only for 2021 Dues
<b>4 months</b>	August 25, 2020	November 25, 2020	Not eligible
<b>5 months</b>	August 25, 2020	December 25, 2020	Not eligible
<b>6 months</b>	October 25, 2020	March 25, 2021	Not eligible
<b>7 months</b>	September 25, 2020	March 25, 2021	Not eligible
<b>8 months</b>	August 25, 2020	March 25, 2021	Not eligible

#### **For example, \$1000 owing for your 2021 Annual Dues, if you select the:**

- a) 3 equal monthly payments of \$333.33 for August, September, and October
- b) 4 equal monthly payments of \$250.00 for August, September, October, and November
- c) 5 equal monthly payments of \$200.00 for August, September, October, November, and December
- d) 6 equal monthly payments of \$166.67 for October, November, December, January, February, and March
- e) 7 equal monthly payments of \$142.86 for September, October, November, December, January, February, and March
- f) 8 equal payments of \$125.00 for August, September, October, November, December, January, February, and March

#### **How to set up my payment plan?**

Please go to [pgaofcanada.com/members/invoices](http://pgaofcanada.com/members/invoices) to set up one of the four payment plan options. You will be able to select one of the four payment plans listed above and choose either the 1<sup>st</sup>, 15<sup>th</sup> or 25<sup>th</sup> day of the month for your automatic monthly payments.



### **Can I reduce my monthly payment with a down payment?**

Yes, to reduce your monthly payment amount, you can make an initial down payment while setting up your monthly payment plan.

### **Will the website automatically charge my credit card monthly after setting up a payment plan?**

Yes, after setting up a payment plan at pgaofcanada.com, the website will automatically charge the credit card provided monthly based on the selected plan and update your invoice as payments have been processed.

### **Will I be an active member in good standing with the PGA of Canada?**

Yes, if you decide to pay your 2021 dues via one of the above payment plan options you will be considered a member in good standing with the PGA of Canada. However, if your membership status is "Inactive" due to not meeting your educational requirements, you will remain "inactive".

### **Deadline to set up a payment plan online at pgaofcanada.com?**

The deadline to set up a payment plan online at pgaofcanada.com is **October 25, 2020**, and avoid late fees but grant you extra time to pay your 2021 Dues due to COVID-19. After that date, fees are payable in full plus any applicable late fees, and payment plans are not available.

### **Declined credit card payments**

The PGA of Canada will notify members via email and/or phone call of declined credit card transactions.

***IMPORTANT:*** *Members enrolled in the payment plan who have two payments declined or who fail to resolve issues with a declined credit card transaction within the 10 business days, will no longer be eligible for the payment plan. After November 1<sup>st</sup>, the late fee will be added, and payment in full is due by December 31<sup>st</sup> to avoid suspension of membership. The remaining membership renewal fees owing at that time will become payable immediately.*

### **Fee for Declined Credit Card Transactions:**

Declined credit card transactions will result in an additional charge (\$10.00 administrative fee) against your account. The declined payment including the additional charge must be replaced with a secured payment (certified cheque, money order, or current credit card) within 10 business days from the date of the PGA of Canada's notice. After 10 days, if applicable the late fee may be added or failure to replace a declined credit card transaction will result in the member ceasing to be a member in good standing as per PGA of Canada Bylaw 3.4 (g).

### **Refund Policy:**

Please review the refund policy below (page 5).



## **Payments made in full by November 1, 2020, for 2021 Annual Dues**

<b>Payment Methods</b>	<b>Due Date</b>	<b>Discount &amp; Contest</b>
<b>Online banking</b>	November 1, 2020	Eligible
<b>Credit Card payments online</b>	November 1, 2020	Eligible for Contest only for 2021 Dues
<b>Cash, Cheque, Certified Cheque, or Money Order</b>	November 1, 2020	Eligible

### **PAYMENT METHODS**

1. Online Bill Payment through your financial institution - Please add "PGA of Canada" as a payee to your "bills" list. The account number will be your PGA of Canada ID number. Make a payment to the PGA of Canada using your PGA of Canada ID number as the account number.

**Please note:** some financial institutions only allow five numbers for the account number. Only in those situations, if your PGA of Canada ID is longer than 5 digits, please remove the '1' at the front of your PGA of Canada ID number. ex. 23456 for 123456. Please note that online payments can take up to 48 hours to reach our bank, please allow for sufficient processing time.

2. Visa, Visa debit, or MasterCard - Please pay online at [pgaofcanada.com](http://pgaofcanada.com) by going to [pgaofcanada.com/members/invoices](http://pgaofcanada.com/members/invoices) or connected zone site and clicking the invoice number you wish to pay, and a spot will open up for you to enter your credit card details and full payment.
3. Cash, Cheque, Certified Cheque and Money Order - Please send a cheque by mail payable to the PGA of Canada at 13450 Dublin Line, Acton, ON, L7J 2W7. **(Cheques must be made out to the PGA of Canada)** For inquiries please contact: 800.782.5764



## **LOGGING INTO PGAOFCANADA.COM OR A CONNECTED ZONE SITES (SASKATCHEWAN, MANITOBA, ONTARIO, QUEBEC, OTTAWA, OR ATLANTIC)**

### **How do I access my PGA of Canada account to view my invoice?**

1. Please visit [www.pgaofcanada.com](http://www.pgaofcanada.com) and click on the little person icon (near the top of the page).
2. Log in with your PGA of Canada ID number and password. If you do not know your password, please go to [pgaofcanada.com/account/forgotpassword](http://pgaofcanada.com/account/forgotpassword) and follow the directions emailed to you to reset your password.
3. Click on your photo or initials (near the top of the page- same location as the little person icon).
4. Click Invoices (in the dropdown menu under initials or photo).
5. Click the Invoice Number (on the left-hand side of the page beside the desired invoice) and a spot will open up below to make your full payment via credit card
6. Click the Print Icon (on the right-hand side of the page beside the desired invoice) to view your invoice or receipt.

### **I still can't log in? I don't remember my PGA ID number or password?**

Please contact the PGA of Canada membership department at 800.782.5764 x224 or e-mail [darcy@pgaofcanada.com](mailto:darcy@pgaofcanada.com).

## **ONLINE PAYMENTS**

### **Which financial institutions can I make online/telephone payments through?**

You can pay for dues online if you bank with one of the following financial institutions: TD, CIBC, Royal Bank, Scotiabank, BMO, Credit Unions, ATB, Desjardins, National Bank, and Tangerine.

### **I am unable to register "PGA of Canada" as the payee.**

Some banks such as many credit unions do not have PGA of Canada registered with the exact name as the one mentioned above. Please search for either "CPGA" or "Canadian PGA" and our full name will show up.



## **2021 ANNUAL DUES – IMPORTANT INFORMATION**

Payment of 2021 Membership Dues must be received by the PGA of Canada National Office by November 1, 2020. All Dues received after these dates will be subject to a late payment fee which will be charged.

Please note the following late fee exception for 2021 Annual Dues due to COVID-19: Except for those enrolled in a recurring payment plan before October 25, 2020, for 2021 Membership Dues and adhere to the agreed payment plan payment schedule (see below for the Schedule of Late Payment Fees). The late fee may be applied to those on a payment plan schedule if they decline payment after November 1, 2020, and fail to rectify in the timelines outlined in the "**Fee for Declined Credit Card Transactions**"

NSF cheques are subject to a \$25 administration fee. NSF cheques that are not resolved before November 1, 2020, will also be subject to the Late Payment Fee in addition to the \$25 administration fee.

### **Late Payment and Reinstatement Fee Schedule**

- If payment is not received by November 1, the late fee penalty will be \$125, due by December 31.
- If payment is not received by January 1, membership will be suspended and the reinstatement fee of \$450 plus tax will be applied

Membership Dues are the responsibility of the individual PGA of Canada Member or Apprentice Professional. If your club is remitting payment on your behalf, please ensure that it is received at the HEAD OFFICE of the Association by the due date. Otherwise, the "LATE PENALTY" will be imposed and you will be required to remit all outstanding monies.

### **Refund Policy**

- **Before April 1**, the full amount of membership dues paid will be refunded minus an admin fee of \$20 plus tax and the insurance amounts being refunded will be pro-rated by month.
- **After April 2 and until June 30**, refunds for membership dues will be pro-rated.
- If a plastic membership card was mailed out, for a resignation to be complete the membership card must have been received by the National Office on or before the above dates to process the applicable refund.
- **As of July 1**, no refunds will be issued for membership dues.
- Late fees, Admin fees, & NSF charges are non-refundable at any time.