



2023 MEMBERSHIP POLICIES

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.

OVERVIEW OF MEMBERSHIP STRATEGY & SERVICES

Membership Strategy & Services provides support to members and components by way of sharing information on AIA membership, membership operations, continuing education, member retention and recruitment efforts, annual dues invoicing for the distribution of renewal notices, and the collection and processing of membership dues.

The team is comprised of five functional areas, all of which support membership retention and recruitment:

Membership Call Center Operations

Front line support team for inbound calls and emails from members, components, continuing education providers and the public.

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/Jobs Board resources

Billing & Collections

Call for Dues and chapter invoicing for annual membership renewal 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 those 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.
- **Fellow:** An Architect member who has been in good standing for at least ten cumulative years may be nominated for Fellowship.

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

Individuals who are assigned to one of the seven international chapters, or are unassigned and belong to National only, will also be assigned the newly formed International Chapter.

Any applicant or member, who requests a special assignment, must submit a request to the Secretary of the Institute through Membership Services & Strategy.

Per the AIA bylaws:

2.074 Participation in an Unassigned Chapter: In addition to membership in the 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

Monthly Dues Proration

Beginning with the 2022 renewal year, membership dues for new and reinstating members shifted from a quarterly proration to monthly. From the period of January 1 through September 30, dues are prorated monthly for all tiers of members. The 15 for 12 promotion where members can pay the dues for the upcoming year and receive October – December for free, is still in place.

The National dues for 2023 are:

2023 NATIONAL DUES

Architect Dues	\$	309.00
Associate Dues	\$	134.00
International Associate Dues	\$	223.00

The 2023 *monthly prorated* dues for National are:

	Updated proration	Architect	Associate	International Associate
January	100%	\$309.00	\$ 134.00	\$ 223.00
February	92%	\$283.25	\$ 122.83	\$ 204.42
March	83%	\$257.50	\$ 111.67	\$ 185.83
April	75%	\$231.75	\$ 100.50	\$ 167.25
May	67%	\$206.00	\$ 89.33	\$ 148.67
June	58%	\$180.25	\$ 78.17	\$ 130.08
July	50%	\$154.50	\$ 67.00	\$ 111.50
August	42%	\$128.75	\$ 55.83	\$ 92.92
September	33%	\$103.00	\$ 44.67	\$ 74.33

Dues Calculator

The dues calculator is a tool within aia.org/join that allows new or rejoining members to calculate what their dues will be. The estimator pulls national and chapters dues rates from Fonteva to calculate the dues. The direct link to it is membership.aia.org/dues-estimator. The estimator is not for renewing members and should not be used to estimate dues for current/renewing members.

ANNUAL RENEWALS AND INVOICING

Billing & Collections

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

Due to the AMS conversion to Fonteva, invoices are now referred to as sales orders. This naming is consistent with the product. The main difference is that sales orders are not proforma.

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 15th.

National creates, generates, and distributes all membership dues renewal sales orders for members by e-mail and direct mail. For the 2023 renewal year, members will receive their initial renewal by email. Mailed renewals will be deferred until November.

Each local and state component is responsible for supporting the creation of sales orders 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 15th. If current dues rates are not provided by this date, the previous year’s dues will be used to create sales orders for the upcoming renewal year. Inquiries regarding renewals and chapter invoicing can be directed to 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
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

Membership Retention and Recruitment Efforts

National has ongoing 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 National’s efforts. If you have questions about engagement initiatives or general engagement information contact Steve Broadwater (Director, Membership Strategy).

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 sales orders 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. 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.

MEMBERSHIP DUES PAYMENT PROCESSING

PCI Compliance

The security of our members information is important to us. Email is not a secured method for transmitting credit card data. Please do not email renewal forms, membership applications or 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. Credit card information can be provided by phone at (800) 242-3837, option 2 or by mail at The American Institute of Architects, P.O. Box 64185, Baltimore, MD 21264-4185.

Membership Applications and Membership Forms

The PDF membership applications and all forms are updated annually with the appropriate dues rates and applicable dates and any other information that may need to be adjusted. These forms for the new renewal year are posted on the Membership and Operational Resources Page on Component Connect.

Mailed in Payments/Membership Lockbox

The payment remittance address for membership dues renewal payments and applications is printed on all sales orders and applications. The payments should be mailed to: The American Institute of Architects, PO Box 64185, Baltimore, MD 21264-4185

Payments sent to the PO Box will be processed directly to AIA Nationals bank. The bank will cash/charge the payment, and then send Membership electronic copies of the payment and supporting documents through a secured site. Membership is then responsible for processing those payments in Fonteva.

The standard payment processing time is 24 – 48 hours, however, there may be a slightly longer processing time between the payment being cashed/charged by the bank and AIA National processing the payment in Fonteva. During peaking renewal season (December – February) the processing in time will be slightly longer due to higher processing volume. To avoid processing delays, members should include a copy of their renewal or application along with payment.

Partial Payments/Underpayments – New and Reinstating Members (excludes Dues Installment Program Enrollees)

New and reinstating members are encouraged to join or reinstate at 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 the remaining amount due.

When an applicant cannot be reached after multiple attempts to contact them, 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 30 to 60 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/Underpayments - Renewing Members

Renewing members that make partial payments outside of the Dues Installment Program will receive notification regarding outstanding dues balances. Renewing members with a balance due will not receive a sales order for the following year until the current year's dues are paid in full. If the full balance is not paid by December 31st, 2023, 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.

Lapsed Membership

If annual dues are not paid for the current membership year by March 31, the membership will be placed in a lapsed and the member will not be current. The lapsing process is an automated process that runs 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 an automated process 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

Former members are encouraged to join or reinstate/rejoin online at aia.org/join. Paper PDF applications are also available within the join page.

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

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

Dues Overpayments and Duplicate Payments

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 30 to 60 business days; 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 Fonteva 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 sales order 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. Fonteva transactions are real time & post automatically after they are processed. Accounting runs an ACH each evening around 7pm EST. The ACH distribution of component dues would appear in component bank accounts by 3pm the following day if they had activity the previous day.

Any component bank changes/updates need to be reported immediately to 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, Membership Accounting) at vriley@aia.org. Questions regarding deposits received should be directed to Shelita Masterson, Manager of Component Accounting at shelitamasterson@aia.org.

Payment Processing Discrepancies

When dues payments submitted for membership renewal or from prospective or reinstating/rejoining 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 31st.

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 or by fax to (202) 626-7547. Once a chapter transfer form is processed, the member will receive an automated response confirming their transfer was completed. Both chapters involved with the transfer will receive an email communication confirming the members transfer into one chapter and out of the other.

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.

The transfer process will not consist of refunds or balance dues. If a member needs to transfer their chapter, we encourage them to do so prior to renewing. If a member renews then transfers their chapter after renewing, the money will remain with their previous chapters they renewed under. If a member transfers before renewing, then the renewal will be for the members new chapters

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 for review and approval. Once the form is approved and processed, the member will be notified by email. The component will not get a notification.

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. This set up must be done through the Annual Call for Dues process. Emeritus members may continue to use the designation and will receive all benefits and access as an Architect or Associate member, except for the method of delivery of ARCHITECT magazine. Emeritus members receive the magazine subscription digitally by email.

Waiver 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. If the chapter decides to deny the request and not sign the form, the chapter is responsible for notifying the member. It is not necessary to send the emeritus waiver to National in those instances.

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. Secretary waiver requests can take 30 – 45 business days before a decision is rendered. Once approved, the member and component will receive confirmation. If the waiver is denied by the chapter, the member and components will be notified by email.

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 Process

1. A member experiencing hardship may request an adjustment of their dues by completing a 2023 dues adjustment form. This form may be provided by national or the local component. The completed form should be sent to the local component for review and approval.
2. All tiers to which the member is assigned must agree on the adjustment. Where applicable, both the state and local component must confirm and approve the dues adjustment. Either component may submit the form to National on behalf of the member, however the originating component must certify that it has consulted with the member's other assigned component before it will be processed.
3. Upon receipt of the completed dues adjustment form, National Membership Strategy and Services will forward the request to the Secretary of the Institute for final approval or denial. In some cases, the Secretary may require additional information prior to making a decision. National staff will coordinate with components on any additional information the Secretary requests to make a decision.
4. The member will receive a letter from the Institute informing him/her of the outcome of the request along with any other details the Secretary provides.

Consecutive Dues Adjustment Requests

The Rules of the Board permit a dues adjustment to be granted on an annual basis in up to three consecutive years. Any request for a dues adjustment in the fourth consecutive year or beyond must be an exceptional circumstance and the 2023 Exceptional Circumstances Dues Adjustment Request Form must be completed.

Membership Application Processing

New and reinstating members are encouraged to join or reinstate at aia.org/join.

If an application is submitted in lieu of joining or reinstating online, completed applications with payment 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 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 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,

International Components for Non-US Resident Members

New and reinstating members are required to assigned to a chapter either where they live or work. This includes members living internationally in a county under the jurisdiction one of our chapters. Individuals who are licensed outside of the United States (regardless of where they live) should be processed as International Associates.

The newly formed AIA International Chapter will serve as a state chapter and the seven international chapters will serve as local chapters. This change will take effect with the 2023 renewal season. With this change what was formerly known as “unassigned” members (National only) will no longer exist.

One tiered National only/unassigned membership will include AIA International and become two tiers: (example, AIA National + AIA International)

Two tiered international memberships will include AIA International and become three tiers: (example, AIA National + AIA International + AIA Japan)

The seven international chapters are:

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

Membership Cancellation Requests

Requests for membership cancellation (or sometimes referred to as resignation) must be received in writing by mail or email (memberservices@aia.org). The written request allows AIA to maintain proof and documentation of the request and that it was authorized by the member.

Upon receiving the request for cancellation, the chapter should be notified of the member's request. This will alert the chapter of the upcoming cancellation and will also allow the chapter, should they choose, to contact the member to try to retain them. After the membership is cancelled in the system, the member should receive an email notification confirming the cancellation request has been processed.

Occasionally, requests for a cancellation will include a request for a full or partial refund of dues. Only dues for the current year paid are eligible for consideration for a refund. The members local chapter should be contacted and asked to approve the request for the refund. If the request is for a partial refund, the calculation should be done based on the number of full months of active membership for the period an individual receives member benefits.

Cancellation requests must be received by the member in writing and sent to memberservices@aia.org

Membership Verification Letters

Members may request a letter of verification of AIA membership by contacting memberservices@aia.org. Standard verification letters will include the following information:

- Member name
- Primary address on file
- "...is an active member of the AIA."

If a third party requests a standard membership verification letter for an AIA member or requests additional information be provided, a signed release from the member must be provided authorizing release of that information. Additional information would include AIA member number, join date and membership type. Membership verification letters would never include any disciplinary information, as that must be provided through Legal.

For third party membership verifications inquiries receive by phone, Member Services will only verify if an individual is or is not an AIA member. Any additional information must be requested through the letter verification request process

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.

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 misuse of the AIA designation by a non-AIA member, contact General Counsel’s office by email at copyright@aia.org (Cassandra Brown, Sr. Manager, Intellectual Property & Contracts).

Fonteva Database Training

New component staff must receive database training before receiving access to Fonteva. This may be scheduled by e-mailing a request to the AMS team at digitalsupport@aia.org.

Duplicate Records in the Database

There is not yet an official process for record merges in Fonteva. A new merging process will be coming soon. In the meantime, we are making the appropriate adjustments needed to make sure any duplicate records do not impede a member’s ability to access their member benefits.

One common occurrence related to duplicate records are members who join as a new member instead of renewing their original membership record. When this happens, Membership will cancel the new join membership and refund that payment in full. The member will be directed to renew with either phone or mail in order to avoid the issue from happening again.

You can continue to send duplicate record issues, including the scenario mentioned above, to memberservices@aia.org. AIA National will review them and continue to take any steps needed until an official merge process is available.

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
- *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 and Membership at 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
- *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 to make updates or changes to component banking information

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 and records will be updated accordingly. Membership Operations will ensure any open sales orders 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 sales orders with an incorrect mailing address. Please encourage members to keep their information current. Members may use the self-service portal at myprofile.aia.org or email their updated contact information to 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 kits 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 kits reflecting their recent licensure. The kit includes: a certificate, membership card, key fob and lapel pin.

Welcome kits 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 kits are in route to them via the U.S. mail. Members should receive their kits 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 kits that cannot be delivered are returned to national. The member is notified when the kit is returned. If the member provides an updated address, the kit is then forwarded to that address.

In some cases, kits undelivered to members are not returned to us. Members who have not received their kits after eight weeks should notify the AIA for a replacement by email at 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.

Online Access and Single Sign On (SSO) for Members

If a member joins or reinstates online, the password is created during the online join or reinstate process. If a members join or reinstate request is manually processed using the PDF application, the member will need to create an account on aia.org after their application is processed in order to establish their password. 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 on aia.org. A link will be emailed immediately to the primary email address on file and the password can be reset.

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, Director, Continuing Education Services • Professional Development & Resources, at ramirosolorzano@aia.org if you have any questions.

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

MEMBERSHIP INCENTIVES AND PROGRAMS

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.

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

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.

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 Distribution

ARCHITECT is currently the official magazine of AIA and a subscription is served to members as a benefit.

Effective June of 2020, any member with a primary address outside of the United States will have ARCHITECT magazine delivered by email only. Regardless of member type, if a member resides outside of the U.S., they will only receive the email/digital subscription.

Only full active Architect members are eligible for the mail/print by default. Associates, International Associates, Emeritus and Fellows will receive the email/digital subscription.

Additionally, circulation has been reduced from 12 issues to 8 issues.

IMPORTANT 2023 MEMBERSHIP DEADLINES

January 4	2023 Termination Process Run in Fonteva
January 15	Official Deadline for 2023 Dues Renewal
March 31	Official Lapsing Deadline for Unpaid 2023 Renewal
April 5	Lapse Process Run for Unpaid Members in Fonteva
April 30	Final Deadline to Enroll in the 2023 Dues Installment Program (DIP)
May 1	Secretary Lapsed Communication sent to members unrenewed for 2023
June 30	Dues Installment Program (final installments due/debited)
September 15	Deadline for 2024 Dues Rates
September 30	Deadline to Fulfill 2022 Continuing Education Requirements
October 1	15 for 12 Begins for New and Reinstating Members
December 31	Final Deadline to Renew 2023 Membership (<i>termination process run in the database in January</i>)
December 31	Final Deadline for 2022 Continuing Education Compliance