

Cumberland Cape Atlantic YMCA

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SUBJECT: Important Updates to Payment Processing & Membership Draft Dates.

Dear Cumberland Cape Atlantic YMCA Members,

We appreciate your continued support and commitment to our organization. We are reaching out to inform you of some important updates regarding payment processing and membership draft dates, effective April 1st, 2025.

Credit Card Transactions - New Service Fee

Starting April 1st, a 3% service fee will be applied to all credit card transactions. This change is necessary to offset the rising costs associated with credit card processing. However, if you choose to make payments via **debit card/ACH or bank account/EFT, this fee will be waived.** We encourage you to consider these alternative payment methods to avoid additional charges.

Membership Draft Date Changes

To better streamline our billing process, our billing cycle will now be based on a calendar month and we are moving our membership draft days to the 1^{st} or 15^{th} of each month. **Beginning April 1**st, if you were previously drafted on the 10^{th} of the month you will now be drafted on the 1^{st} ; or, if you were previously drafted on the 21^{st} of the month you will now be drafted on the 15^{th} .

We understand changes to payment processes can be an adjustment, and we appreciate your cooperation as we continue to improve every aspect of your member experience. Please see Member Services before March 28th to submit a new draft form if you wish to change your payment method or request the alternate draft date.

Thank you for being a valued member of Cumberland Cape Atlantic YMCA. We look forward to continuing to serve you and helping you Thrive in 2025!

Sincerely,

John Antonelli

John Antonelli

If you have any questions or need further support, please contact our Member Services team at (856) 691-0030.

Donna Wells

Senior Member Services Director, ext 116

Beverly Tarquinio

Membership Supervisor, ext 124

Lynetta Uhland-Strange, Member Services Administrative & Engagement Coordinator, ext 140