

## HSA Accounts Receivable Escalation Policy

The purpose of this policy is to create a standard procedure for addressing overdue accounts and collecting past due membership fees while also attempting to minimize conflict with team families. Every attempt will be made to ensure communication is consistent and frequent and that the Association has given every reasonable opportunity to work out a payment plan.

The following escalation policy has been developed in order to ensure full engagement and communication with team families that have past due accounts:

### **Monthly invoice is first notice**

**30 days (second notice) - e-mail** communication sent out via Club Assistant. *“This is a friendly reminder and your second notice to ensure that you are aware that your account is delinquent for \$. Please disregard this notice if your payment has been made. Thank you for your attention to this matter. HSA Board of Directors”*

**60 days (third notice) - e-mail plus certified mail** correspondence. *“This is your third notice (electronically). You will also receive a notice via certified mail notifying you that your account needs to be paid in full, or please contact the Board to work out a payment plan. If not paid in full by 90 days (from the first notice), swimmer/(s) will forfeit all rights and privileges associated with membership of HSA. Swimmer/(s) will not be reinstated until payment is made in full or members may seek to set-up a payment plan; these petitions will be handled on a case by case basis. HSA Board of Directors”*

**90 days (fourth notice) – e-mail plus certified mail** correspondence. *“Your membership is now suspended. Swimmer/(s) is/are not allowed to practice and lose/(s) all rights and privileges associated with membership of HSA until account is paid in full. HSA Board of Directors”*

**Note:** Attempts will be made by Board of Directors to handle both the communication and policing of these occurrences to keep coaches out of this process as much as possible. However, it is unrealistic to have a Board member on deck to intervene, so there will be circumstances that require a coach to communicate that a swimmer/(s) is/are not allowed to practice because of suspended memberships.