

## **SBU Membership Agreement, Refund and Renewal Policy**

An electronic invoice for the applicable Annual Membership Fees will be emailed approximately 30 days prior to your annual renewal date. Any updates to the credit card or bank routing information on file will need to be submitted to Small Business United not later than 10 business days prior to your renewal date.

**A 30-DAY WRITTEN NOTICE IS REQUIRED TO CANCEL ANY MEMBERSHIP RENEWAL IN ITS ENTIRETY. A** signed request to cancel must be sent by regular mail to:

Small Business United  
Attn: Membership Renewal Dept.  
6300 Bridgepoint Parkway, Building 1-480  
Austin, TX 78730

Insufficient funds or rejected payments on any of the renewal dates will immediately suspend your membership and incur an additional \$30 returned fee. **MEMBERSHIP WILL BE CANCELLED IN ITS ENTIRETY AFTER 60 DAYS OF NON-PAYMENT.**

**To process your membership application, please read and checkmark each item below:**

- I understand that Small Business United is acting in the capacity of a membership aggregator and Group Purchasing Organization [GPO] and is not affiliated with any of the participating vendors, product, or service providers available through the membership with SBU.
- I understand that Small Business United will make every effort to ensure the information provided on its website is accurate at the time of its initial posting. I further understand that it is MY responsibility to confirm the information listed with the product or service provider is still accurate and valid as of the date of my purchase from the provider.
- I will contact Small Business United in the event any information listed on the Small Business United website is alleged by me to be in any way inaccurate.
- I understand that the information provided on the Small Business United provider and membership pages is proprietary. The use of this information is strictly for Small Business United Association Members. Any unauthorized use or dissemination of this information will constitute grounds for termination of my membership and a forfeiture of any and all membership fees paid to SBU. Any unauthorized use or dissemination of this information causing damage in any way to Small Business United, Inc., and/or any of its legally affiliated companies, directors, officers, owners, agents, employees, representatives, associates, or service providers will be grounds for legal remedies and cost recovery pertaining to any legal pursuits of remedy.
- I understand that a unique Username and login Password ["The Credentials"] for specific services may be provided to me after my Small Business United Association Membership Application has been approved. Each employee of an Employer Membership will

have his or her own unique login information as well. This information is to be used by the specific member only and the membership is subject to cancellation if the member violates this confidentiality provision.

- I understand that Small Business United does not set the discounts that are offered by the individual service providers; therefore, Small Business United cannot guarantee that any specific savings will be realized. It is the responsibility of the member to verify service charges and make an informed determination of potential savings based upon market comparison.
- I understand that Small Business United, its legally affiliated companies, directors, officers, owners, agents, employees, and representatives are not responsible for the outcome of any services received by any service provider associated with Small Business United, either directly or indirectly, and I agree to hold Small Business United, et al, harmless for any untoward or undesirable outcome of any products or services rendered or received by any of the providers participating in any of its GPO Programs.
- I understand that Small Business United must receive a written request to cancel my membership at least 30 days prior to my next annual membership fee renewal date. Failure to do so will result in the annual membership fee being charged against the appropriate account designated provided on the initial application above and that no refund will be provided once the membership fee has been credited to Small Business United.
- I understand that e-mail and faxed requests to cancel my membership are NOT acceptable methods to cancel the membership and any subsequent renewal fee collection efforts. To request cancellation, send a signed request to cancel to the address stated above.
- I understand that no partial refunds for membership cancellations during the membership year are offered [NO prorated refund of membership dues].
- I understand that ETMG, LLC Texas Department of Insurance License #1544170 and Third-Party Administrator #96390 is the administrator and Managing Agency of the Small Business United Limited Benefit Plan, underwritten by Continental American Insurance Company. Home Office: Austin, TX, Group Policy# 6899. Monthly charges for any insurance premium billed to my authorized credit card or bank ACH will appear in the name of ETMG, LLC, the Managing Agent for the insurance products.

By entering my email address below, I understand and agree to abide by Small Business United's Member Terms & Conditions and by the Policies and Provisions listed above as indicated by my electronic signature acceptance.

\_\_\_\_\_  
Entity Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant Name and Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Entity Street Address

\_\_\_\_\_  
Applicant Email Address

\_\_\_\_\_  
City, State, Zip

Applicant's email address:

Today's date: