Unlisting Membership Accounts

GUIDELINES AND PROCEDURES

It is extremely important that the membership directory has the most current and accurate information for members to view. Unlisting a member simply removes their business information from the hardcopy and online membership directories. They may still however, have an active account and full use of their trade credits, depending on the reason they were unlisted.

Only nominated staff from each international Licensee area have the ability to unlist members. For Australian member businesses, all requests for unlisting must be forwarded to the Customer Support Manager at Head Office with an explanation of why the member is to be unlisted. Complete and fax the 'Request to Unlist' form available from the Intranet.

There are different reasons why an account is unlisted, and the reason needs to be recorded on the account in the Notes Programme.

The following steps will be taken when unlisting a member:

1. The Licensee of the member will to be notified.

2. If there is a facility on the account, it will be removed unless a valid reason for retaining the facility is provided on the request form.

3. The Membership Accounts Officer will be notified and is responsible for removing the facility.

4. The member's email address will be removed from all promotional mailing lists where appropriate.

5. Either the Customer Support Manager or the Membership Accounts Officer will write a letter to the member confirming they have been unlisted. The letter will outline how long the account is to remain unlisted, the reason why, and must inform the member if the facility has been removed.

Valid Reasons for Unlisting

1. Uncontactable

a. If a member is uncontactable, we need to try every avenue to contact the person.

b. The customer support team from the appropriate office should attempt to contact the member using all of the numbers provided on the account (home number, mobile number, office number), and email address.

c. If the member is still uncontactable, their account will then be unlisted by request to Head Office. The account will also be suspended.

d. A letter will then be posted by Customer Support from Head Office to the member's address advising that they have been unlisted and the account temporarily suspended, and requesting that they contact us as soon as possible to provide their correct contact details. The letter to use is available from the Intranet.

e. If the letter is returned to sender, or a response is not received within 2 weeks, any facility on the account will be reversed. This step is the responsibility of the Membership Accounts Officer. The returned envelope together with the letter requesting updated contact details must be placed in the member's file.

f. The Customer Support Manager from Head Office will inform the member's Licensee, that the member has been uncontactable, and request for them to visit the member in person and to notify us if they are still in business, advising their updated contact information.

g. If the Licensee can not contact the member the Membership Accounts Officer will be notified to deactivate the account.

h. Every step of this procedure is to be documented in the Notes programme.

2. Closure or Sale of a Member Business

a. When notified by a member that their business has sold or is closing, advise them that Head Office needs notification in writing, signed by the original signatory who opened the account.

b. The member is to be advised not to use the existing cheque book as a new book will be issued.

c. Complete and fax the 'Request to Unlist' form to Head Office

d. Place a note in the notes programme to ensure customer support teams are aware of the closure/sale.

e. Email the Membership Account Officer at Head Office to advise of the closure or sale

f. Head Office staff will then follow the steps set out in the 'Procedure for Closure or Sale of a Member Business'.

3. Not Trading

a. Members can be temporarily unlisted if they wish to take a trading break, as long as their account is not in debit.

b. Members can unlist their account for a period of time: if they are too busy on the cash market; or it is peak time and they are unable to accept trade; or if they want to spend down to a manageable trade balance. This can be for a particular time period and the account can be relisted when the member is ready to trade again.

c. Where a member is found to be deliberately not trading for three months, they should be unlisted so that members are not calling businesses from the directory who are not currently accepting E Banc Trade.

d. The account is still active and the member has full use of their trade credit balance.

e. Any facility on the account will be removed. It can be reinstated once the member relists.

f. The Licensee of the member should be informed, and to be given the opportunity to speak with the member to assist in spend down so that the member will relist once their account balance is more manageable.

g. It is important to document everything in the Notes programme.

h. A Reminder should be set up via the Notes programme so the member can be contacted after their temporary trading halt.

4. In Breach of Rules and Regulations

a. If a member is found to be in breach of E Banc Trade's Rules and Regulations, they will be contacted by Head Office and given the opportunity to resolve the issue. Where a resolution is not reached immediately, the member may be unlisted while the situation or complaint is fully investigated.

b. Where a resolution cannot be reached, the procedure for closing or suspending a membership account will be followed.

5. Broker Driven

a. A member may choose to be broker driven so that all enquiries for their goods and services will be directed via Head Office or their local Licensee. Where a member is marked as broker driven, they will not display in the online or hardcopy directory.

b. The entry will be visible to staff from the Intranet and the text will display in orange to notify broken driven. All trading enquiries must be directed via the nominated broker.

c. A note must be placed on the notes programme explaining why this member is broker driven and which licensee area controls the brokerage.

d. An existing account will be changed to Broker Driven on receipt at head Office of the Request to Unlist form. The membership application form must be marked as broker driven if a new member is to be designated broker driven.

e. A complete directory message must still be included plus a note stating: Broker Driven, please contact ______________ (the responsible local licensee).

6. Sponsorships

a. Sponsored members have the status of Sponsorship (4) and are not listed under any category unless requested. They will display on the Intranet site in bright blue

b. Sponsorship members can also elect to be trading members and be listed under the appropriate category. This is only an option to sponsorship members who are paying a transaction fee.

General Notes

It is important for all licensees and their staff to communicate and keep in touch with members and to assist them with spend down. Whenever a member wishes to unlist their account, the Licensee of that member needs to be notified and everything needs to be recorded in the notes programme.

It is important to remember that it costs much more to put on a new member than it does to keep an existing member. Whenever a member indicates that they want to cease trading, all E Banc Trade licensees and staff must recognise it is their responsibility to make every effort to assist the member to spend down and to understand the benefits of trading with E Banc Trade.

Related Documents:

Request to Unlist form (Unlist_Request.doc)
Closure or Sale of Business (close-sell_business.doc)
Letter to send to uncontactable member: (uncontactable.doc)
Closing or Suspending Accounts (not yet available)