

The Association of College and University Auditors

Membership Refunds and Transfers

Original Issuance Date

September 13, 2025

Effective Date

September 13, 2025

Last Revision/Reviewed Date

September 13, 2025

Purpose

To provide clear guidelines for processing the Association of College and University Auditors (ACUA) membership dues refund or transfer requests in a way that ensures financial integrity and treats all members fairly.

Policy Owner

Membership Committee Chair

Scope

This policy applies to all institutional, individual, and organizational members of ACUA who have paid annual dues.

Policy Statement

Membership dues support ACUA's programs and services and are generally non-refundable, non-transferable, and will not be prorated, except as outlined in this policy.

- I. It is ACUA's general policy that:
 - a. Membership becomes active upon payment and remains valid for the calendar year.
 - b. Membership transfer within the same institution is allowable. Other types of transfers are considered exceptional and the criteria are described below.
 - c. Refunds, exceptional transfers, and proration of dues are available if the request meets the criteria outlined in this policy.
 - d. Refund and transfer requests must be submitted by the designated institutional representative or billing contact.
 - e. All refund, transfer, and proration requests will be processed within 60 days of receiving a complete, signed request.

- f. The management company will approve routine requests listed in II below.
- II. Refund, Exceptional Transfer, and Pro-ration Eligibility
- a. Membership refunds or transfers may be granted only in the following cases:
 - i. *Duplicate Payment* – A full refund may be issued if a duplicate payment is confirmed.
 - ii. *System or Processing Error* – A full refund may be granted if dues were charged in error due to a system or administrative issue.
 - iii. *Military Deployment* – In cases where a member is deployed to serve in the armed forces of the United States, a pro-rated refund or exceptional transfer may be approved upon request.
 - b. Membership pro-ration may be granted only in the following cases:
 - i. *Initial Year* – In cases where an institution’s membership begins mid-year, the dues will be pro-rated for the amount of time covered.
 - ii. *Medical Hardship or Death* – In cases of a member’s death or medical incapacity, a pro-rated refund or exceptional transfer may be approved upon request.
- III. Requests for Refund/Transfer
- a. Refund, transfer, and proration requests must be submitted in writing to info@acua.org within 60 days of the exception. ACUA may request documentation and deny requests that do not meet the criteria.

Compliance

All ACUA staff and volunteers handling membership dues must follow this policy.

Quarterly reports for refunds and transfers will be sent to the Membership Committee Chair to ensure transparency and identify trends.

Refund and transfer records will be retained per ACUA’s Record Retention Policy.

Exceptions

Requests outside these criteria, involving disputes, or setting precedent will be escalated to the Executive Committee. For example, proration, refunds after deadlines, transfers with special circumstances, or requests affecting financial statements.

Definitions

Membership: Refers to the status granted to an individual or institution upon payment of dues, providing access to specific benefits, services, and rights offered by ACUA for a defined period.

Individual Membership: Non-transferable membership held by one person, unless stated otherwise.

Institutional Membership: Membership purchased by an organization, transferable among its employees under approved conditions.

Non-Higher Education Membership: Refers to a membership granted to individuals or organizations that are not part of a college or university but engage with or support the mission of the organization, such as government agencies, non-profits, K-12 institutions, or private sector entities.

Membership Dues: Annual fees paid for access to ACUA programs and services.

Refund: Return of dues, in whole or part, due to qualifying reasons under this policy.

Membership Transfer: Reassignment of an active membership to another eligible individual, usually within the same institution.

Exceptional Transfer: Transfers that are not membership transfers within the same institution.

Exceptions: deviations from standard policies or procedures that are permitted under specific, qualifying circumstances. They require review and approval and are typically documented to ensure transparency and consistency.

Exception Request: Written request for a refund or transfer outside standard policy provisions.

Effective Membership Term: The active period of membership benefits, based on the calendar cycle.

Eligible Employee: An institutional employee who qualifies for membership based on organizational criteria.

Contacts

1. **Primary Contact:** Membership Committee Chair
2. **Secondary Contact:** Executive Director

Approval and Revision History

1. **Approved By:** Board of Directors, September 13, 2025
2. **Revised By:** New Policy.