

Dear Columbus Family YMCA Members,

Starting this month, February 2022, in conjunction with internal efforts, our YMCA will be introducing a new automated service to help manage the large volume of payment declines and unpaid program and service fees. This was a decision made by the YMCA board of directors to reduce the amount of money lost due to unpaid fees.

This service will reattempt payment of the declined item with the stored billing method on file (decline and/or late fees may apply). In addition to automated draft resubmissions, you may receive messages to update your account information from the Gains Full-Service Billing team.

As we cannot guarantee the ability to affect a time sensitive adjustment to your recurring draft date to avoid a decline payment, please anticipate the recurring payment for your services on the originally agreed upon scheduled payment for your services on the originally agreed upon scheduled payment date.

Memberships will be terminated after 30 days with an unpaid balance. You will be subject to a joiner's fees and responsible for any unpaid balance when you purchase a new membership.

Thank you for allowing us to continue to serve you and our community.

Sincerely,

Corey Briggs, CEO