

Overpayments and refund of BSUG membership fees

BSUG spends a large amount of money on administration ratifying payments against standing orders that do not contain any specific identification and responding to members enquires from members who did not cancel out of date standing orders resulting in them either over-paying or not receiving the membership option they wanted. We would hope to spend BSUG resources on more appropriate activity.

There are currently two methods of paying for BSUG membership – online payments and by BACS transfer. Some long-standing members pay by standing orders that were set up several years ago.

If you choose to pay by BACS, your payment needs to be accompanied with your membership number and surname (eg BSUG1234King) as otherwise there may be delay in being assigned the appropriate membership. Unless your transaction has a reference containing both your surname and BSUG number we cannot guarantee that your membership payment will be assigned to you and your membership may therefore lapse.

You will automatically be assigned the membership level in accordance with the payment made. If your payment is insufficient for the International option, but exceeds the BSUG-only option, you will be assigned the BSUG-only option.

Please see here for the current membership options and costs:

<https://bsug.org.uk/pages/membership/how-to-join-bsug/98>

Overpayments

If you do not cancel your out-of-date standing orders, or make an overpayment any other way, you will have until 1st December in the year you make the over-payment to reclaim the overpayment. To do this you will need to provide evidence (copy of bank statement) and there will be an admin charge of £25.00. Please note it is your responsibility to check if you have overpaid, we will not be checking if members have overpaid. Any overpayments that are not claimed by the deadline will be considered as donations to BSUG.

Historic overpayment

The deadline for reclaiming historic overpayments passed on the 1st December 2016 and any overpayments made prior to this date have been considered donations to the Charity.

Incorrect payment

Only members paying the correct fee in one transaction will have their details passed to IUGA and EUGA however if you provide evidence (eg bank statements) that you have made several payments that cumulatively match or exceed the fee for the International option you require, then your details will be given to IUGA and EUGA on the next monthly list

Please be aware that we have limited staff resources to deal with your enquiries. May we request that you don't contact the BSUG office to check if the payment you make is correct and has the required reference (your surname and BSUG number) but instead contact your bank. If you have any issues you would like to dispute regarding payments, you have made please contact the Executive via bsug@rcog.org.uk.

Kind regards

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May 2019