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Your MemberCard Team – And a Note About Tax Deductibility

We're repurposing the photo from this year's NH office holiday party to reacquaint you with your MemberCard team and who to contact for whatever you need. Our benefit recruitment staff office remotely -- so the smiling faces below represent our New England contingent and are the people you most often interact with.

We've included the specialty of each team member and how each can help you. Please take advantage of all we can do for you to support your MemberCard program – especially as it relates to occasional issues with members using their cards. Time is of the essence with these issues, so please contact Danielle right away for any customer service issues.

Meet the Customer Care team in our New Hampshire office:



Back Row (L to R):

Jonathan Sack – President & CEO
800-423-7645 x20, Jonathan@membercard.com
Contact Jonathan about Business Development

Steve Denoncourt – Production Manager
800-423-7645 x16, SteveD@membercard.com

Shawn Fogarty – Account Representative
888-424-3636, Shawn@membercard.com

Front Row (L to R):

Kate Baker – Director, Customer & Client Services
800-423-7645 x25, Kate@membercard.com
Contact Kate regarding your MemberCard program

Kimberley Prygocki-Jeakins – Vice President, Operations
800-423-7645 x12, Kimberley@membercard.com
Contact Kimberley regarding any current benefit or member issues

Sue Maciejowski – Vice President, Administration
800-423-7645 x11, Suzanne@membercard.com
Contact Sue about invoices, account questions or member issues

Joanna Adams – Production Service Manager & Graphic Designer
800-423-7645 x15, Joanna@membercard.com
Contact Joanna for placing or receiving orders, design services and directory updates

Danielle Barry – Customer and Benefit Service Manager
800-423-7645 x13, Danielle@membercard.com
Contact Danielle regarding any member issues, current benefits or Benefits of the Month

Jamie Rich – Administrative Assistant
800-423-7645 x10, Jamie@membercard.com
Contact Jamie regarding any member issues or for TravelCard orders or questions

We are all here to help; feel free to contact any one of us with questions or requests and we will forward it along internally to ensure that the correct person will get back to you as quickly as possible.

MemberCard and Tax Deductibility of Member Contributions

As you prepare your 2009 member contribution statements, the question of how the MemberCard may affect the tax deductibility of member contributions may arise. While MBI is not in a position to advise on IRS issues, we can tell you that the vast majority of MemberCard stations view the MemberCard as falling under the "Token Exception" criteria for insubstantial goods or services. That is to say, the member contribution was at least \$47.50 and the item received is a "low-cost article" of no more than \$9.50 and bears the organization's name or logo. Note that we have included the updated amounts for 2009. This regulation is often interpreted as meaning the MemberCard does not change the tax deductibility of member contributions. Please contact IRS Exempt Organizations Customer Account Services at (877) 829-5500 for more information or see Publication 1771 on the IRS website: <http://www.irs.gov/pub/irs-pdf/p1771.pdf>.

Customer Service

Anytime you hear of a MemberCard customer service issue, please call us at 800-423-7645 ext. 13 or [click here](#) to email us as soon as possible with whatever information you have; but ideally the member's name, phone number, the name of the benefit and when the issue occurred. Most issues are resolved within 24 hours.