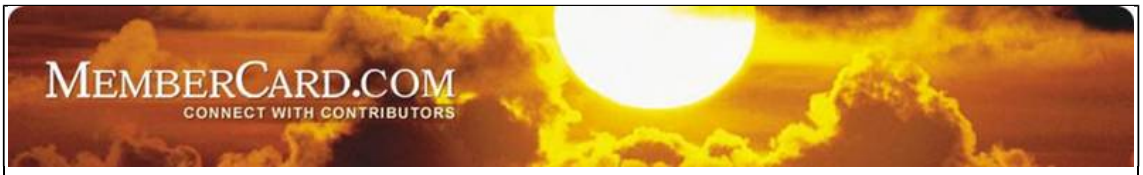

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Contact Us

MBI Staff – Who Do I Call?

(Plus Tax Deductibility Refresher)

If you're feeling sad and lonely,
There's a service I can render.
Tell the one who loves you, only,
I can be so warm and tender.

Call me. *Don't be afraid, you can*
Call me. *Maybe it's late, but just*
Call me. *Tell me and I'll be around.*

Lyrics from Petula Clark's "Call Me," 1965

Ok, so the MBI staff isn't prepared to get too warm and tender with you (even though we like you), but we are prepared to help you as quickly and efficiently as possible! From general program questions to customer service, ordering and more, we're here to make your job easier.

"**But,**" you may be thinking, "**who DO I call?**" Well, look no further! Below is a guide to help you navigate your way through MemberCard resources.

Question	Contact
Program marketing/strategy New program implementation Established program reviews General program questions	Deirdre Gabriel Director, Client Services Deirdre@membercard.com 888-863-1843
Card orders MemberCard website (membercard.com) Directories Card design Mailing inserts Fulfillment notes Other design items	Joanna Adams-West Production Service Manager/Graphic Designer Joanna@membercard.com 800-423-7645 x15
TravelCards General benefit questions Holiday cards for station staff	Meagan Grenier Customer & Benefit Services Assistant Meagan@membercard.com 800-423-7645 x10
Customer service issues	Jamie Rich Customer & Benefit Services Manager Jamie@membercard.com 800-423-7645 x13
Program benefit additions	Kimberley Prygocki-Jeakins VP, Operations Kimberley@membercard.com 800-423-7645 x12
Accounts/billing	Sue Maciejowski VP, Administration Suzanne@membercard.com 800-423-7645 x11
The buck stops here!	Jonathan Sack President & CEO Jonathan@membercard.com 800-423-7645 x20

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.

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MemberCard and Tax Deductibility of Member Contributions

January means tax receipts, and we know your members want to receive as much of a tax deduction for their contributions as possible. We're not accountants or lawyers at MBI, and therefore cannot recommend or sanction a station's tax deductibility policy. The statement below is intended for informational purposes only.

The vast majority of the 160+ MemberCard stations view the MemberCard as not affecting the deductibility of a member's gift. Support for this view includes the IRS Rules for the "Token Exception Criteria".

Token Exception — Insubstantial goods or services a charitable organization provides in exchange for contributions do not have to be described in the acknowledgement.

Goods and services are considered to be insubstantial if the payment occurs in the context of a fund-raising campaign, in which a charitable organization informs the donor of the amount of the contribution that is a deductible contribution, and:

1. The fair market value of the benefits received does not exceed the lesser of 2 percent of the payment or $96.00, OR
2. The payment is at least $48, the only items provided bear the organization's name or logo, and the cost of these items to the organization (not the fair market value) is within the limits for "low-cost articles," which is $9.60.
3. In short, the policy in place for most stations allows members to deduct the entirety of their gifts.

The documentation for this Ruling can be found at the IRS website, search on "IRS Charitable Contributions Substantiation" or simply click here: IRS Charitable Contributions Guidelines for Non-Profits.

As always, we recommend you contact your station's legal counsel for specific advice.