

GUIDANCE FOR OPTING OUT FROM AUTO-RENEWALS & CHANGING YOUR CREDIT CARD INFO

This document gives you guidance on two items:

- 1) How to cancel the auto- renewal before Dec 31, 2024?
- 2) How to update your credit card information so that SIOP can charge the correct card during the auto-renew process?

Please note that all members who selected the option for auto-renew will be automatically charged on Dec 31, 2024.

If you wish to opt out of the auto-renew option that you previously chose, or to change your credit card information on file, please do so prior to Dec 31, 2024.

SECTION 1: How to cancel the auto-renewals for SIOP memberships?

Step 1: [Log into SIOP CONNECT](#) and navigate to your PROFILE. Then please click on PAYMENTS & HISTORY, and then click on "MEMBERSHIP".

The screenshot shows the SIOP CONNECT user interface. On the left sidebar, the 'Payments & History' menu item is circled in orange. At the top of the main content area, the 'Membership' tab is also circled in orange. The page displays the following information:

Medical Member
[View/Print My Membership Card](#)



Your membership is current through 31/12/2023.

Please note: It appears you have a transaction that is still open (see below.) Your current membership and expiration may change once this transaction has been processed and closed by administration.

Options	Status	Transaction Date	Processed	Type	Membership	Amount	Balance
Payments & History	Open (Awaiting Auto-Bill)	31/12/2023	N/A	Credit Card	Medical Member	€165.00	€165.00
Payments & History	Closed	28/03/2023	28/03/2023	Credit Card	Medical Member	€165.00	€0.00

Step 2: Select "Cancel Auto-billing"

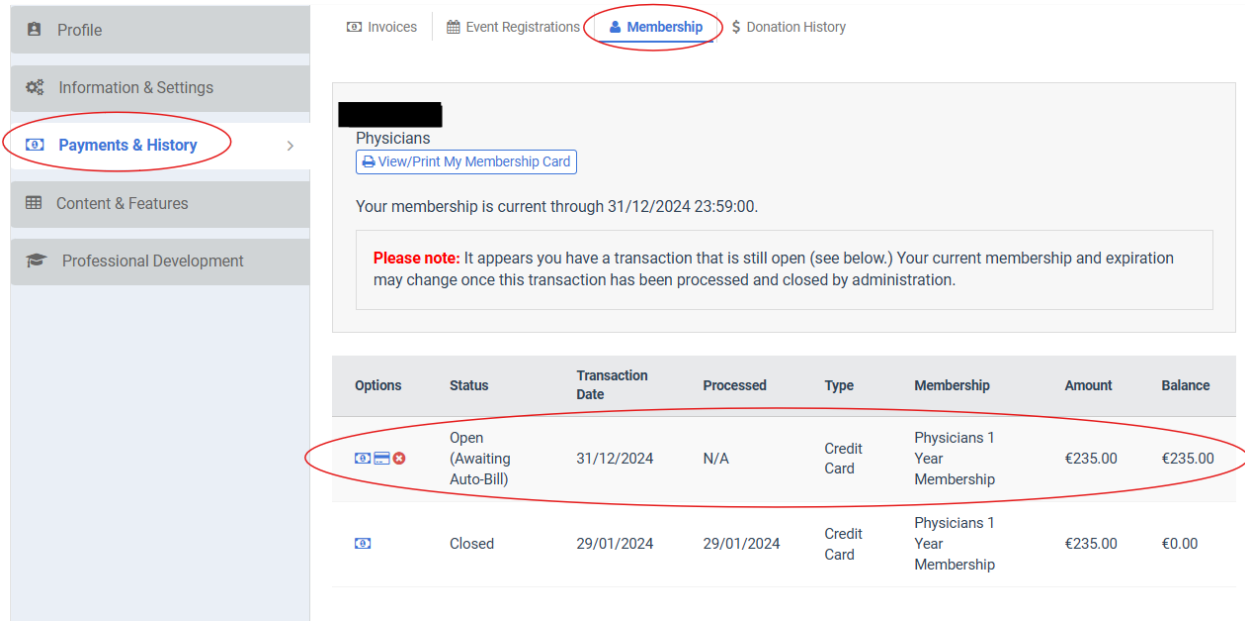
On the "Open (Awaiting Auto-Bill)" transaction line, please select the red icon "Cancel Auto-billing". This will delete your outstanding auto-renew bill and you will no longer automatically renew your SIOP membership. See screenshot below with an example of where to find the Cancel Auto-billing icon.

Options	Status	Transaction Date	Processed	Type	Membership	Amount	Balance
	Open (Awaiting Auto-Bill)	31/12/2023	N/A	Credit Card	Medical Member	€165.00	€165.00
	Closed	28/03/2023	28/03/2023	Credit Card	Medical Member	€165.00	€0.00

Please note that you can pay for your SIOP membership without choosing the auto-renew option.

SECTION 2: How to update membership auto-renewal credit card information?

Step 1: [Log into SIOP CONNECT](#) and navigate to your PROFILE. Then please click on PAYMENTS & HISTORY, and then click on "MEMBERSHIP".





Profile | Invoices | Event Registrations | **Membership** | Donation History

Physicians
[View/Print My Membership Card](#)

Your membership is current through 31/12/2024 23:59:00.

Please note: It appears you have a transaction that is still open (see below.) Your current membership and expiration may change once this transaction has been processed and closed by administration.

Options	Status	Transaction Date	Processed	Type	Membership	Amount	Balance
	Open (Awaiting Auto-Bill)	31/12/2024	N/A	Credit Card	Physicians 1 Year Membership	€235.00	€235.00
	Closed	29/01/2024	29/01/2024	Credit Card	Physicians 1 Year Membership	€235.00	€0.00

Step 2: Select "Update Billing Information"

On the Open (Awaiting Auto-Bill) transaction line, select the middle icon "Update Billing Information", which looks like a credit card. Click on that icon to open your billing information.

The screenshot shows a user interface for a membership page. On the left is a sidebar with navigation options: Profile, Information & Settings, Payments & History (highlighted), Content & Features, and Professional Development. The main content area has tabs for Invoices, Event Registrations, Membership (selected), and Donation History. Below the tabs, the user's name 'CHING LAU' and profession 'Physicians' are displayed, along with a 'View/Print My Membership Card' button. A message states: 'Your membership is current through 31/12/2024 23:59:00.' A red 'Please note' box contains the text: 'Please note: It appears you have a transaction that is still open (see below.) Your current membership and expiration may change once this transaction has been processed and closed by administration.' Below this is a table of transactions:

Options	Status	Transaction Date	Processed	Type	Membership	Amount	Balance
	Open (Awaiting Auto-Bill)	31/12/2024	N/A	Credit Card	Physicians 1 Year Membership	€235.00	€235.00
	Closed	29/01/2024	29/01/2024	Credit Card	Physicians 1 Year Membership	€235.00	€0.00

Step 3: Update Credit Card Information

On the "Update Payment & Billing Information" page, you can input your new credit card information and/or update your billing address associated with your credit card and then select "Submit Updated Information" button.

You will need to retype the entire credit card number, expiration date and CVV code.

Please note that if your credit card information has changed, you will need to update it prior to Dec 31, 2024, when the automatic renewal is scheduled for.