

HOW DO I TRANSFER CLUBS

Members can transfer to a new club in Swim Central, following the steps below. The way the transfer process works is to purchase the NEW membership product, transfer from the OLD membership product and an automatic refund (of components which are common to both membership products) will happen in the background. To be entitled for a refund both memberships must be from the same season.

Any funds that are reimbursed should be received within 10 days of the transfer being initiated. Please note your membership will not be available for transfer if

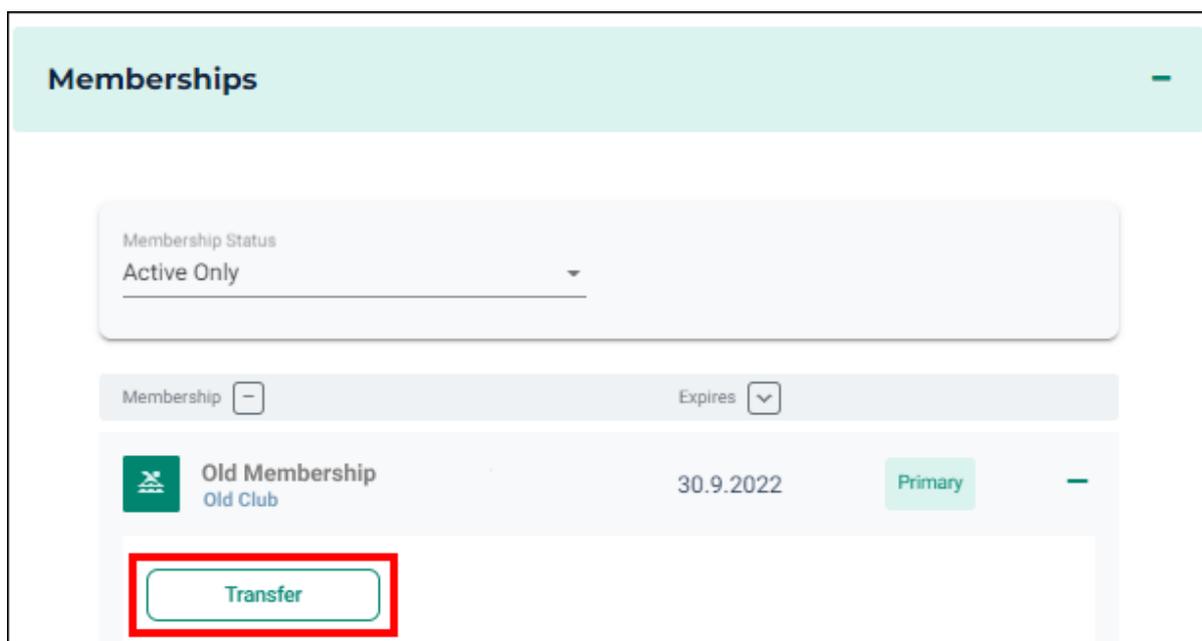
1. The membership is 30 days from expiring, has expired or expires today
2. A refund has been requested for a Membership
3. Membership is a Trial Type or Second Claim

1) Login to Swim Central

2) Proceed to the member's 'Profile' who is transferring clubs and select 'View Profile'

3) From the Memberships accordion select the OLD membership and the membership details will display

4) Select 'Transfer'. If this button is disabled, please contact your state administrator.

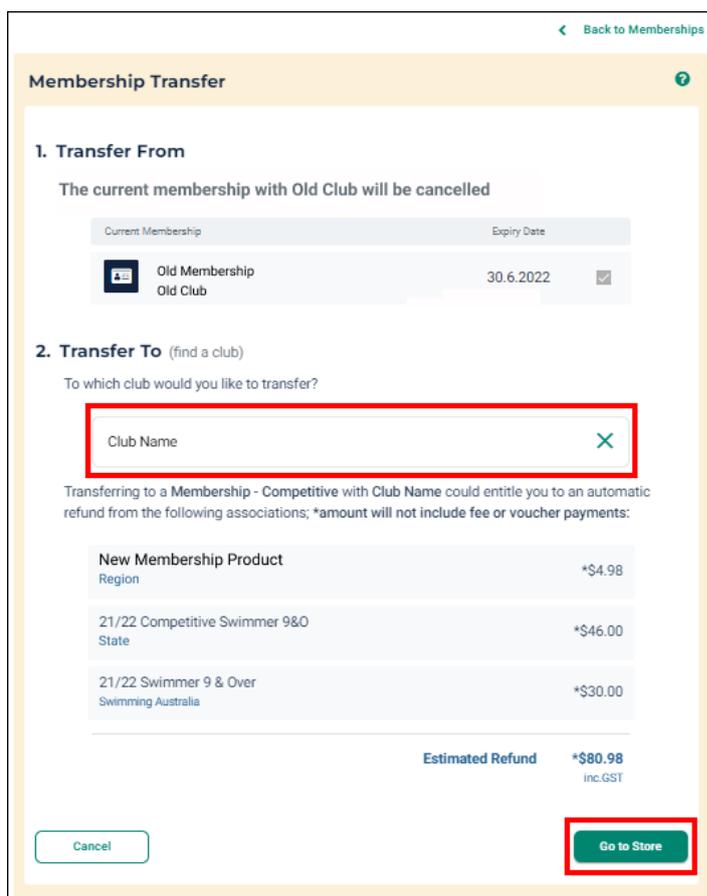


The screenshot shows the 'Memberships' section of the Swim Central interface. At the top, there is a 'Membership Status' dropdown menu set to 'Active Only'. Below this is a table of memberships. The first row shows a membership with a swimmer icon, labeled 'Old Membership' and 'Old Club', with an expiration date of '30.9.2022' and a 'Primary' status. A red box highlights the 'Transfer' button located below the membership details.

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- 4) Search for your NEW club by club/organsiation, postcode or suburb
- 5) Once you have a selected the new club you wish to transfer to, a summary of any reimbursements you **may** be entitled to will display. To be entitled for a refund both memberships must be from the same season.
- 6) To purchase the new membership, select 'Go to Store' at the bottom of the page
- 7) Find the new membership product and select 'Add to Cart for **Member name**'

Please ensure you are transferring and purchasing for the correct person.



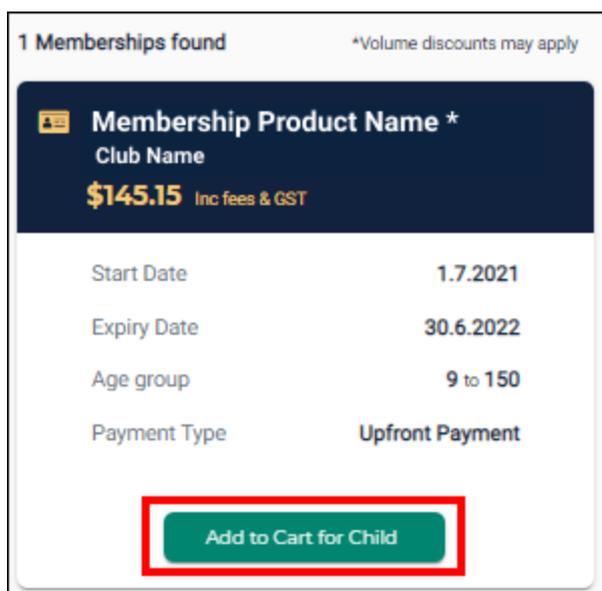
The screenshot shows a web form titled "Membership Transfer" with a "Back to Memberships" link at the top right. The form is divided into two main sections:

- 1. Transfer From**: A sub-section titled "The current membership with Old Club will be cancelled". It contains a table with two columns: "Current Membership" and "Expiry Date". A row shows "Old Membership Old Club" with an expiry date of "30.6.2022" and a checked checkbox.
- 2. Transfer To (find a club)**: A sub-section titled "To which club would you like to transfer?". It features a search input field labeled "Club Name" with a clear 'X' button. Below this, a note states: "Transferring to a Membership - Competitive with Club Name could entitle you to an automatic refund from the following associations; *amount will not include fee or voucher payments:". Below the note is a table of membership products:

| New Membership Product | Price |
|---|----------|
| Region | *\$4.98 |
| 21/22 Competitive Swimmer 9&0 State | *\$46.00 |
| 21/22 Swimmer 9 & Over Swimming Australia | *\$30.00 |

At the bottom of the form, there is an "Estimated Refund" of ***\$80.98 inc.GST**. Two buttons are visible: "Cancel" on the left and "Go to Store" on the right, both highlighted with red boxes in the original image.

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8) Select Shopping Cart at the top of the page

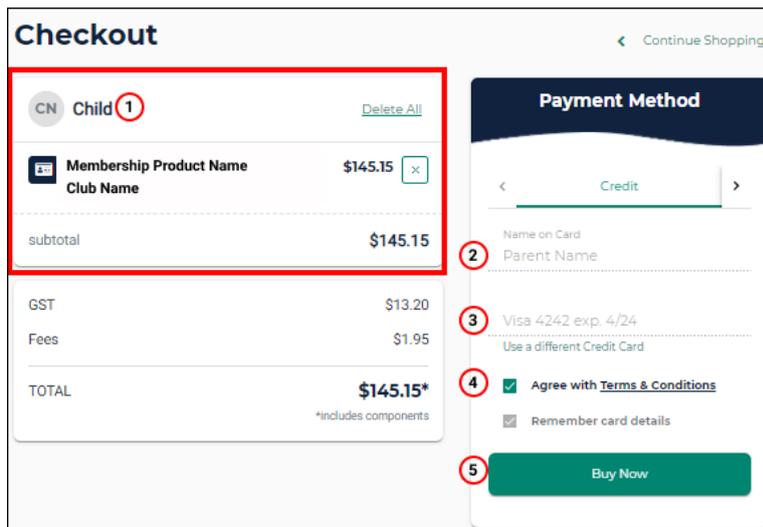


9) At the checkout

1. Verify the contents of your trolley
2. Enter name on card
3. Enter credit card details,
4. Agree with Terms and Conditions
5. Select 'Buy Now'

NB If your membership requires a document upload, please see [here](#) for details.

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Checkout < Continue Shopping

| | |
|--------------------------------------|-------------------------------------|
| CN Child 1 | Delete All |
| Membership Product Name Club Name | \$145.15 <input type="text"/> |
| subtotal | \$145.15 |
| GST | \$13.20 |
| Fees | \$1.95 |
| TOTAL | \$145.15* |
| | <small>*includes components</small> |

Payment Method

< Credit >

2 Name on Card
Parent Name

3 Visa 4242 exp. 4/24
[Use a different Credit Card](#)

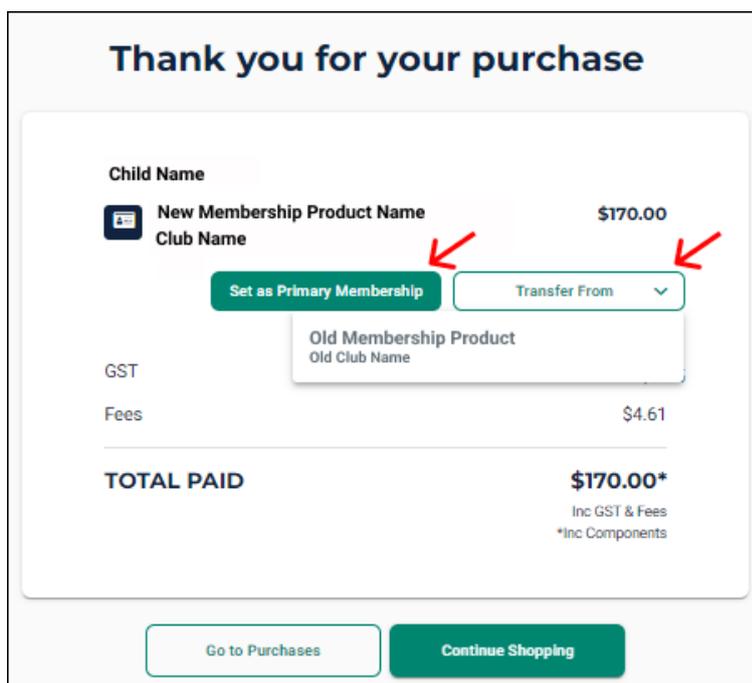
4 Agree with [Terms & Conditions](#)
 Remember card details

5 [Buy Now](#)

10) On the 'Thank you for your purchase' page select 'Set as Primary Membership'. This club will become the preferred club/association for the member when participating in activities.

11) Select 'Transfer From' and the old membership you are transferring from will be listed

12) Select the old membership and you will be returned to the Membership Transfer page



Thank you for your purchase

Child Name

| | |
|--|----------|
| New Membership Product Name Club Name | \$170.00 |
|--|----------|

[Set as Primary Membership](#)

[Transfer From](#)

Old Membership Product
Old Club Name

| | |
|-------------------|---|
| GST | |
| Fees | \$4.61 |
| TOTAL PAID | \$170.00* |
| | <small>Inc GST & Fees *Inc Components</small> |

[Go to Purchases](#)
[Continue Shopping](#)

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13) On the Membership Transfer page please confirm

Membership you are transferring from
Membership you are transferring to
Summary of Reimbursement

14) On completing the transfer, the member will be eligible to receive a refund on any components which are common to both membership products (i.e., State fee and National fee components).

To be entitled for a refund both memberships must be from the same season.

15) Select 'Transfer' and a pop-up modal will show. Select 'Transfer'

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Membership Transfer ?

1. Transfer From

The current membership with Club Name will be cancelled.

| Current Membership | Expiry Date |
|---|--|
| <div style="display: flex; align-items: center;"> <div> <p>Old Membership Product</p> <p>Old Club Name</p> </div> </div> | <p>30.6.2022</p> <p style="text-align: right;"><input checked="" type="checkbox"/></p> |

2. Transfer To (select option)

Components in the 21/22 9 years & older Competitive Swimmer membership which share a common vendor (i.e. common State or Region) with those in your selected membership will be reimbursed.

| Compatible Membership | Expiry Date |
|---|--|
| <div style="display: flex; align-items: center;"> <div> <p>New membership Product</p> <p>New Club Name</p> </div> </div> | <p>30.6.2022</p> <p style="text-align: right;"><input checked="" type="checkbox"/></p> |

3. Summary of Reimbursement

On completing this form, you will be automatically approved for a refund, *minus transaction fees & vouchers, for the following components:

| | |
|--|----------|
| 21/22 Competitive Swimmer 9&0 Region | *\$4.98 |
| 21/22 Competitive Swimmer 9&0 State | *\$46.00 |
| 21/22 Swimmer 9 & Over Swimming Australia | *\$30.00 |

Estimated Refund ***\$80.98**

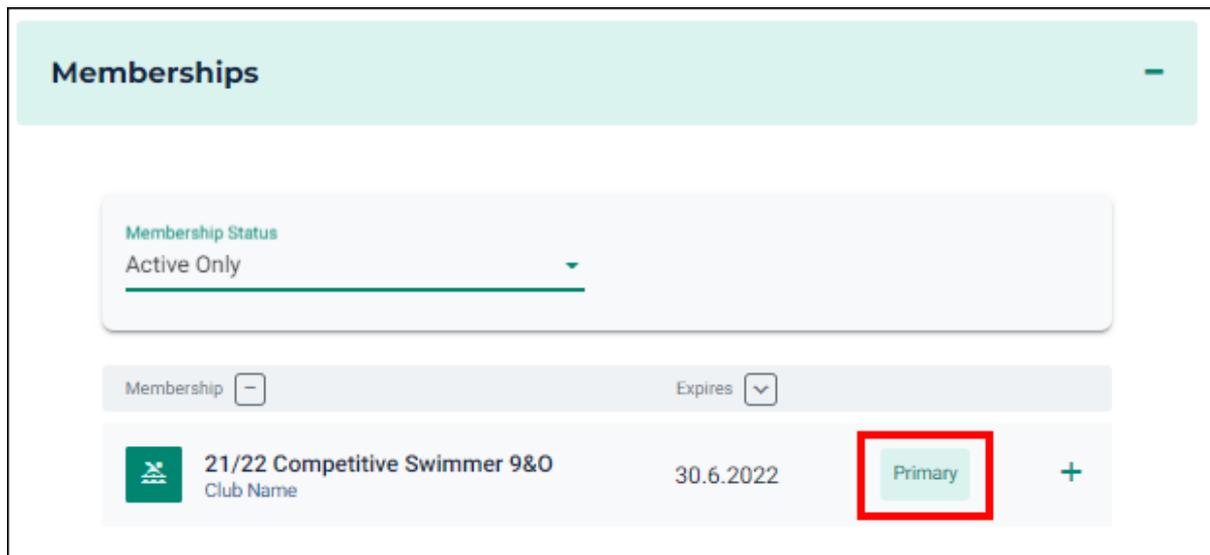
inc.GST

Cancel

Transfer

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16) The transfer request is automatically approved, and the new membership will display with a 'Primary' tag. Please note that this can take up to 30 minutes to occur.



The screenshot shows the 'Memberships' section of a user interface. At the top, there is a header 'Memberships' with a minus sign. Below it is a filter dropdown menu for 'Membership Status' set to 'Active Only'. Underneath are two filter buttons: 'Membership' with a minus sign and 'Expires' with a dropdown arrow. A table lists a membership: '21/22 Competitive Swimmer 9&0' with 'Club Name' below it, an expiration date of '30.6.2022', and a 'Primary' tag highlighted with a red box. A plus sign is visible to the right of the membership row.

17) The old membership can then be located under the 'Inactive Only' membership status with a 'Transferred' status tag



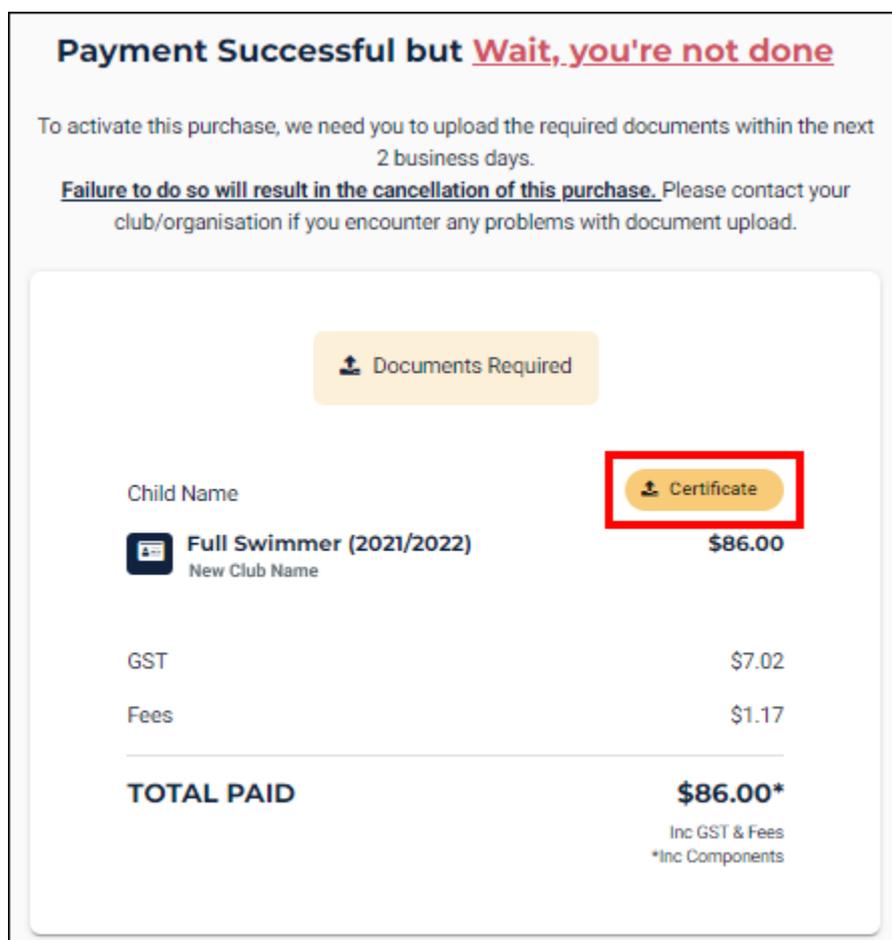
The screenshot shows the 'Memberships' section of a user interface. At the top, there is a header 'Memberships' with a minus sign. Below it is a filter dropdown menu for 'Membership Status' set to 'Inactive Only', highlighted with a red box. Underneath are two filter buttons: 'Membership' with a minus sign and 'Expires' with a dropdown arrow. A table lists a membership: '2021-22 9&0 Full Swimmer' with 'Old Club Name' below it, an expiration date of '30.9.2022', and a 'Transferred' tag highlighted with a red box. A plus sign is visible to the right of the membership row.

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Transferring to a New Club Membership with Document Requirement

For those that are transferring to a new membership with a document requirement.

- 1) Complete the steps 1-9 above
- 2) After payment you will see a page that will prompt you to upload your document



Payment Successful but Wait, you're not done

To activate this purchase, we need you to upload the required documents within the next 2 business days.

Failure to do so will result in the cancellation of this purchase. Please contact your club/organisation if you encounter any problems with document upload.

Documents Required

| | |
|--|---|
| Child Name | Certificate |
|  Full Swimmer (2021/2022) New Club Name | \$86.00 |
| GST | \$7.02 |
| Fees | \$1.17 |
| TOTAL PAID | \$86.00* |
| | <small>Inc GST & Fees *Inc Components</small> |

3) Once you upload the required document you will be returned to the 'Thank you for your purchase' page

4) The new membership will remain as pending until the new club has approved the document.

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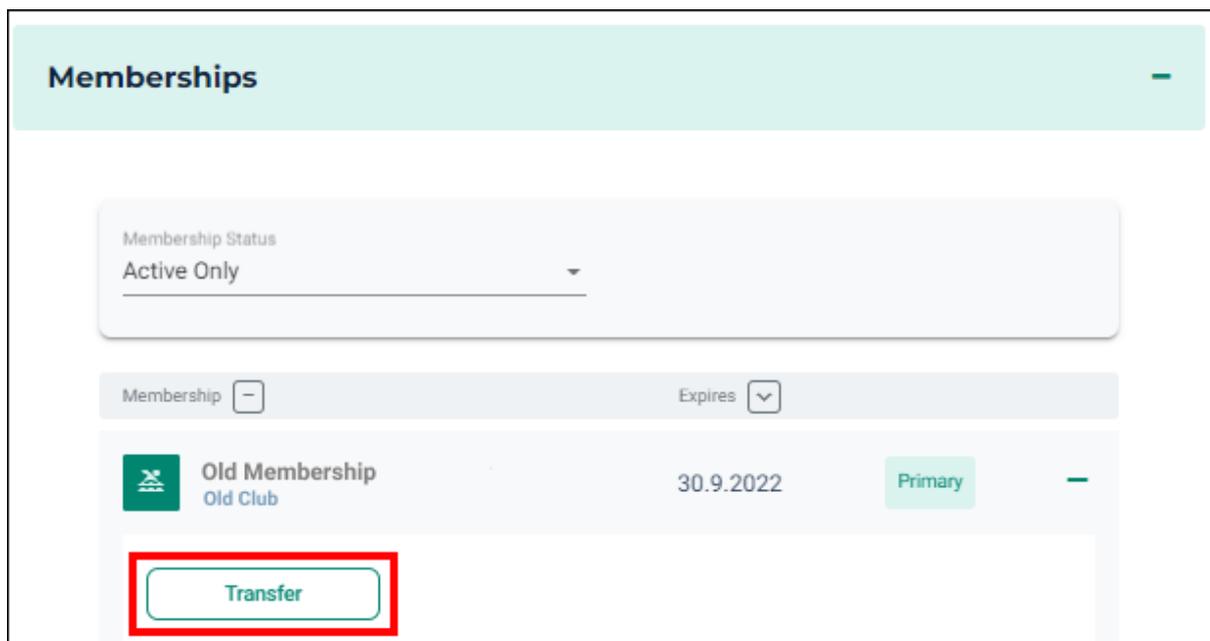
Please follow up with the club/association regarding the document approval as this must be completed within 6 days of purchase

5) **Once the document is approved you can proceed with the club transfer**

6) Proceed to the member's 'Profile' who is transferring clubs and select 'View Profile'

7) From the Memberships accordion select the OLD membership and the membership details will display

8) Select 'Transfer'



9) On the Membership Transfer page confirm the membership you are transferring from

10) Select the checkbox next to the NEW membership product.

6) A Summary of Reimbursements will display. On completing the transfer, the member will be eligible to receive a refund on any components which are common to both membership products (i.e., State fee and National fee components). To be entitled for a refund both memberships must be from the same season.

6) Select 'Transfer' and a pop-up modal will show. Select 'Transfer'

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Membership Transfer ?

1. Transfer From

The current membership with Club Name will be cancelled.

| Current Membership | Expiry Date | |
|---|-------------|-------------------------------------|
| 21/22 Competitive Swimmer 9&0 <small>Old Club Name</small> | 30.6.2022 | <input checked="" type="checkbox"/> |

2. Transfer To (select option)

Components in the 21/22 Competitive Swimmer 9&0 membership which share a common vendor (i.e. common State or Region) with those in your selected membership will be reimbursed.

| Compatible Membership | Expiry Date | |
|--|-------------|-------------------------------------|
| Full Swimmer (2021/2022) <small>New Club Name</small> | 30.9.2022 | <input checked="" type="checkbox"/> |

3. Summary of Reimbursement

On completing this form, you will be automatically approved for a refund, *minus transaction fees & vouchers, for the following components:

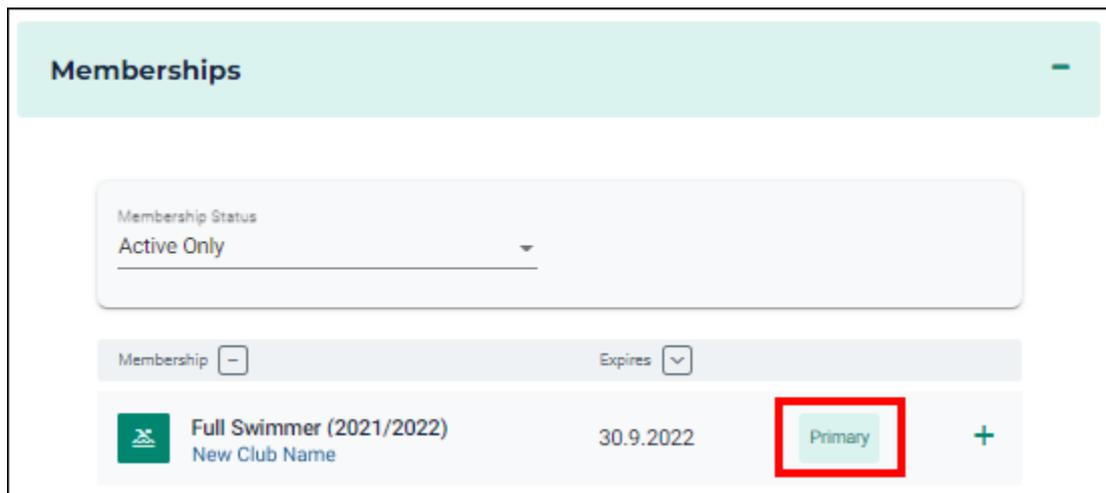
| | |
|---|----------|
| 21/22 Swimmer 9 & Over <small>Swimming Australia</small> | *\$30.00 |
| Estimated Refund *\$30.00 <small>inc.GST</small> | |

Cancel

Transfer

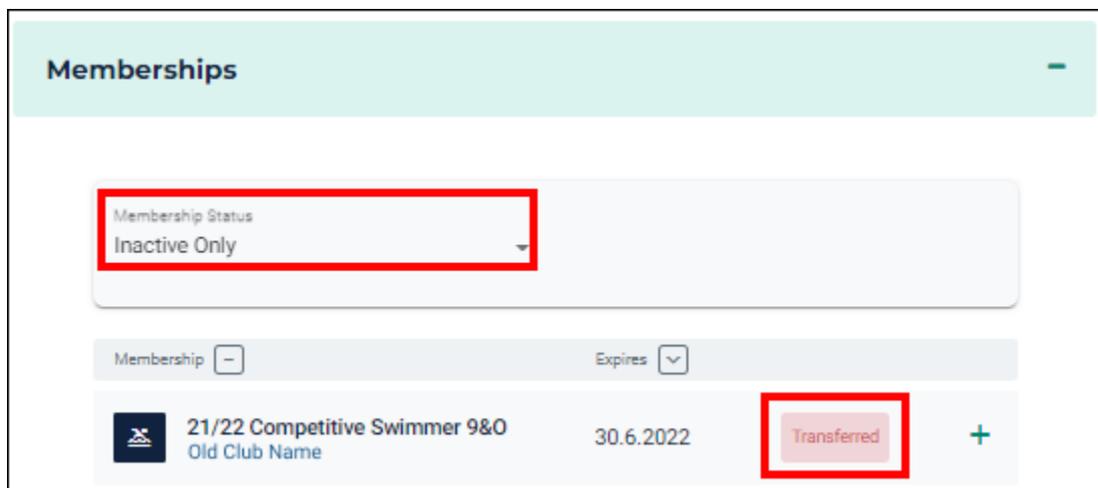
7) The transfer request is automatically approved, and the new membership will display with a 'Primary' tag. Please note that this can take up to 30 minutes to occur.

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8) The old membership can then be located under the 'Inactive Only' membership status with a 'Transferred' status tag



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