



C4: Membership administration

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MS Society membership is open to anyone who has an interest in our work, and currently costs a flat subscription fee of £5.00 per year.

Your group must not charge more than the agreed subscription, but you can invite additional voluntary contributions from members.

Access to MS Society services

We provide information, support and services for all people affected by MS. A person does not have to be an MS Society member to access our services or volunteer for one of our groups, nor does membership give any greater entitlement to our support.

1. New members

Members can join us in the following ways:

1.1. Online

New members can join us via the [MS Society Website](#). They can choose to make a one-off payment, or set up a Direct Debit to renew their membership automatically in future.

1.2. By phone

Our **Supporter Care Team** is available to deal with membership application requests, and take payment of membership fees over the phone.



For more on how the **Supporter Care Team** can help you, see [Supporter Care Team](#) on our volunteer website.

1.3. By post

Our membership application form can be downloaded from the website and posted to us with payment, or printed copies can be requested from the **Supporter Care Team**.

1.4. Locally

New members may choose to join us through their local MS Society group. To ensure that you only submit up to date membership forms, we recommend that you keep stocks of printed forms to a minimum.



Download our [Membership Form](#) on the volunteer website, or ask the **Supporter Care Team** to send you printed copies as they are required.

When a person joins via your group, you must forward their membership form to MS National Centre. This will enable us to record the membership, the member's preferred methods of communication and make it available to your group through the **Portal**.



To request your **Portal** account, log in or get support, see [Using the Portal](#) on our volunteer website, or ask the **Supporter Care Team** for help.

Membership fees on Online Accounting

Once a new member has been added, their fee will be allocated to your group and will be available to view via **Online Accounting**.



To set up **Online Accounting**, log in or get support, see [Using Online Accounting](#) on our volunteer website, or ask the **Finance Support Team** for help.

All new members who are in your catchment area will be automatically allocated to your group, unless they tell us otherwise.

2. Membership renewals

MS Society membership is annual, meaning that it needs to be renewed each year, at the end of the month a member joined.

If a member has set up a direct debit or standing order, their membership will be renewed automatically and they will not receive a renewal notice.

All other renewals are managed by the [Supporter Care Team](#), which sends out reminders throughout the year. If a member tells us about any change in their details, we'll update their record.

If you become aware of a member's change of details, or the death of a member, you must tell the [Supporter Care Team](#) as soon as possible, to keep our member information up to date and accurate.

If a member renews via your group, you must contact the [Supporter Care Team](#) so that their membership record can be updated, and to ensure that no further renewal reminders are sent.

3. Membership data

3.1. Accessing membership data

If your group handles money and delivers services and activities, you need to be able to communicate with MS Society members within the area who have agreed for their details to be shared with you; a requirement for groups that do these things.



See [A6: Handling data](#) for how to access membership data and your responsibilities when doing so.

3.2. Using membership data

You can use membership data to write to members, give them news about your group, and invite them to events and activities, by post and email.



See [B1: Availability, contact and communication](#) for suggestions on topics to communicate with members about.

If a member does not appear on a list you download from the [Portal](#), this is usually because they have told us they don't want to hear from your group, or because they have opted out of receiving marketing communications from us.

You must not contact these members for any reason.

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