



member services

Update

The Member Services Department is here to assist you!

Our Member Services Representatives are here to assist you during the following regular, business hours:

Monday	12:30 p.m. to 5:30 p.m.
Tuesday through Friday	8:30 a.m. to 5:30 p.m.
April through October	Central Time
November through March	Eastern Time

Telephone: 1-800-345-4719
Fax: (317)692-5212
www.usa-gymnastics.org

Starting August 1, the Post Office Box Address for USA Gymnastics is no longer in service. Please send all mail to: USA Gymnastics; 201 South Capitol Avenue; Suite 300; Indianapolis, Indiana; 46225.

Clubs - Have you received your 2004-2005 membership forms?

2004-2005 membership forms were sent via United Parcel Service the last week of June. All clubs with athletes registered during the 2003-2004 competitive season should now have their packet in hand. If for any reason you did not receive a packet, you may visit the forms section of our website or call Member Services at 1-800-345-4719 to have a packet mailed to you. Also, with the forms are two informative letters that you should take a few minutes to review. You may find the checklist very useful in preparing your athletes' and coaches' membership forms for the new season. Take the time now, and avoid delays in processing those time sensitive memberships!

Athlete Registration for the 2004-2005 Season is Now Open!

Clubs please remember, register your athletes when they complete and pay their membership fees. When you wait until later in the season to register your athletes, they miss out on membership benefit time which they paid for. This is simply unfair to the athlete.

All memberships and sanction requests must be on 2004/2005 forms for acceptance. Please visit the forms section at www.usa-gymnastics.org or call us at 1-800-345-4719 if you need current forms.

If you use online services for athlete registration, please remember to do the following:

- Update the athlete's address if he/she has recently moved. You can do this by locating the Change Your Address or Club Affiliation section in the "How-To" table. You will log in with the user id and password of the individual athlete rather than your club password.
- Do not give your club's user id and password to parents or athletes to register themselves online. Athlete registration is for club use only. It also violates our best efforts to protect the privacy of our members. USA Gymnastics may remove the access to online services for any club that intentionally misuses our online registration services.
- Keep a current, completed and signed copy of the athlete form on file in your club for all athletes that registered online or via mail. Starting this season, USA Gymnastics will conduct weekly, random audits of all athletes registered through online Member Services. This means that each week, a list of all athletes registered will be randomly picked. Then, we contact their club via fax to request the athlete form to be faxed to us. This form is then recorded on a spreadsheet and filed in the proper club file. We ask that the completed and signed form is faxed to us within a week. The purpose of this audit is to communicate the seriousness of keeping forms on file as required by our risk management program. If you choose to register athletes online without forms on file, you are compromising the athlete's medical coverage as well as opening yourself and your business to unwanted liability exposure. We appreciate your cooperation in these audits.

You now have two alternatives to take the USA Gymnastics Safety Course!

1. **Online Course** - Part of the USA Gymnastics University - Take the course online and receive your certificate when you successfully complete the course.
2. **Face-to-Face Course** - These face-to-face courses are conducted at various locations around the country by a National Safety Instructor.

Visit the Education link at www.usa-gymnastics.org for more information!