



GENERAL MEMBERSHIP QUESTIONS

1. **How do I contact the PBA Membership Team?** Call 800.468.2274 and ask to speak with the PBA Membership Team or call us directly at 480.455.3460. You can also email us at membership@probeauty.org.
2. **What are the differences in each level of membership?**
 - a. An Individual membership provides full benefits to one person.
 - b. A Business membership provides full benefits to multiple individuals but is also available to sole proprietors that want access to additional member benefits.
 - c. The E-member category is an electronic membership for one person. E-membership is geared toward professionals that want access to some of the online benefits of the association but do not want to make a financial investment to the organization yet.
3. **How long is the membership term?** Membership terms are managed on an annual basis. If your application is processed between the 1st and the 15th of the month your membership term will expire on the last date of the previous month. (Example: your application is processed on April 15th, 2015 your membership term will expire on March 31, 2016) If your application is processed between the 16th and 31st of the month your membership term will expire on the last day of the month in which you are joining. (Example: your application is processed on April 16th, 2015 your membership term will expire on April 30, 2016)
4. **What is an anniversary membership?** Your membership is based on the day you joined the association. Members are invoiced for renewals for the full dues amount on the anniversary date of the day you joined PBA.
5. **Are membership payments refundable?** Membership dues in the Professional Beauty Association (PBA) are considered earned upon receipt and are non-refundable.
6. **Are my PBA membership dues tax-deductible?** Dues paid to PBA are not considered charitable contributions for federal tax purposes. However, they may be deducted as ordinary and necessary business expenses. Members should consult their tax advisors for further guidance. Note that a charitable gift to a PBA Foundation charity made at the time of renewal (a gift separate from and in addition to your membership dues) is tax deductible.
7. **What is my PBA member number?** Your PBA member number is printed on your PBA membership invoice and on your PBA membership card. If you need assistance locating your member number, email membership@probeauty.org or call 800.468.2274 and ask to speak with the PBA Membership Team.

8. **Why do you need a unique email address for each member?** Your member benefits are aligned to the email address on your membership so it's very important to use an active email. Do not use a 'fake' email address – if you do you won't get member pricing at events or have access to many other money saving benefits. Email is also the primary way the association communicates with our members so please don't unsubscribe!
9. **How do I change my contact information with PBA?** Members can update their profile by logging onto our website at probeauty.org and click "login" in the upper right hand corner to access their account. Personal information can be updated by clicking the pencil icon under your current information on the left-hand side of your profile. Click the pencil and paper icon near the information you want to change, type over what is currently listed and click save.

Updates can also be made over the phone by calling the PBA Membership Team at 800.468.2274 or email membership@probeauty.org.

10. **Are memberships transferable?** Individual memberships are not transferable. If a Benefit Recipient of a Business Member leaves the company, the Primary Contact can request that individual be removed and identify another employee to be added.
11. **As a new member, when will I receive my PBA membership card?** If you are an Individual or the Primary Contact or Benefit Recipient of a Business Membership you will receive your membership card within 10-14 business days of joining the association. The Professional Beauty Association (PBA) and its affiliates do not mail internationally. All collateral and membership information will be mailed to US and Canada members only.
12. **If my membership has lapsed, how can I reactivate it?** If your membership term has lapsed, you may reinstate it by renewing online at probeauty.org/join or by contacting the PBA Membership Team at 800.468.2274. If the lapse has been longer than 60 days after your expiration date your membership will be reinstated with a new original join date.
13. **How do I get a receipt for my PBA dues?** Please contact the PBA Membership Team at 800.468.2274 or by email at membership@probeauty.org to request a receipt for PBA annual dues payments.
14. **General Membership Policies**
 - a. Individual memberships are annual and non-transferrable.
 - b. Business memberships are annual and non-transferrable.
 - c. No refunds are available for membership dues.
15. **What is the Lifetime Membership Program?** The Lifetime Membership Program recognizes and rewards individual members that have retained their membership and supported the association for 50 or more consecutive years. Lifetime members receive a complimentary membership each year and be inducted into the Lifetime Membership Program.
16. **How do I upgrade my individual membership to a business membership?** Please contact the PBA Membership Team directly at 480.455.3460 or email us at membership@probeauty.org with your name, email address and contact information. Your current individual membership

will be prorated and applied to the cost of the business membership.

17. **I received my renewal invoice, how can I renew online?** Renewals can be processed through your online profile. For further instructions, please follow these [guidelines](#).
18. **I received my renewal invoice, how can I renew for additional years?** Individuals memberships can be purchased in 1-year, 2-year or 3-year increments. If you would like to renew for additional years, please contact the PBA Membership Team at 800.468.2274 or by email at membership@probeauty.org.
19. **I am a member with Wella, how can I purchase membership with my points?** Contact your Wella representative or contact Global Elite at 800.583.5422. They will process the order and inform PBA to activate a membership for you.
20. **How does PBA membership help the industry?** PBA membership advances the professional beauty industry by providing our members with education, charitable outreach, government advocacy, events and more. The Professional Beauty Association is the largest organization of salon professionals with members representing salons/spas, distributors, manufacturers and beauty professionals.
21. **Am I eligible for membership with PBA?** PBA membership is available to all individuals and businesses that have substantial involvement in the professional beauty industry.

BUSINESS MEMBER DETAILS

22. **What are the different levels of Business Membership?** Business Memberships offer 5 different investment levels depending upon the number of employees a company wants to extend benefits to. An employee that is tied to the company's member record and is identified as an individual that receives member benefits is known as a Benefit Recipient. The investment levels are as follows:
 - a. Emerging Business Membership: \$175 for 1-3 Benefit Recipients
 - b. Small Business Membership: \$500 for 4-15 Benefit Recipients
 - c. Mid-Size Business Membership: \$1,500 for 16-35 Benefit Recipients
 - d. Large Business Membership: \$5,000 for 36-50 Benefit Recipients
 - e. Corporate Business Membership: \$10,000 for an unlimited number of Benefit Recipients and additional corporate branding opportunities
23. **What is the Primary Contact?** The Primary Contact for the Business membership is the person that manages the membership record for the member company. The Primary Contact for the member company is responsible for identifying the company's Benefit Recipients and has the ability to vote for, and be elected to serve on, the Advisory Council for the membership section that the Business has identified as their primary role in the industry.
24. **What is the difference between Primary Affiliation and Primary Contact?** The Primary Contact for the membership is the person that manages the membership record for the member company and the person responsible for identifying the company's Benefit Recipients. Each

Business Member only has one Primary Contact.

Individuals can identify a Business which is their Primary Affiliation, the company in which they are most commonly associated with. An Individual will only have one Primary Affiliation, but a Business may have many Individual Members that have identified the Business as their Primary Affiliation.

25. **What is a Benefit Recipient?** An employee that is tied to the company's member record - and is identified as an individual that receives member benefits from the Business Membership - is known as a Benefit Recipient.
26. **I am designated as the Primary Contact for a Business membership, how do I add Benefit Recipients to the membership?** [Click here](#) to learn more about managing Benefit Recipients.
27. **Can Benefit Recipients be added or changed at any time?** Benefit Recipients can be modified within the first 30-days of the membership term. After the initial 30-days of a newly purchased or renewed membership, individuals can be added as Benefit Recipients if the company has available openings, but previously identified Benefit Recipients cannot be changed or removed from the membership. Member companies can elect to upgrade their membership mid-term to increase their number of Benefit Recipients. If a company proceeds in this manner PBA will prorate the initial membership investment accordingly.
28. **How do I update the Benefit Recipients (BR) tied to my Business Account?** Business members may update their Benefit Recipients within 30 days of renewing the membership. Once a BR has been added to the membership it cannot be changed until the next renewal period.

Companies may elect to not identify all of their BRs upon renewal. Open BR slots can be filled throughout the year but once an employee is added as a BR they cannot be removed until the next renewal period.

If the employee that is added as a BR leaves the company during the membership term, the Primary Contact can submit a written request to PBA asking for the employee/BR to be terminated from the account and identify a new employee/BR. Requests should be sent to membership@probeauty.org.

29. **Does my membership belong to me, or to the organization where I work?** An Individual membership provides full benefits to one person. It depends on the type of membership that you activate.

If you join as a Business member, the membership belongs to the organization or company. If a Benefit Recipient leaves the company, the member organization may identify a new Benefit Recipient at their next renewal period.

30. **Does my membership stay with me if I switch organizations?** If you join as an Individual member your membership goes with you if you switch employers. Business memberships are the property of the member company.

31. **My business is a member, how do can it be added to the Member Directory?** An active Business membership automatically adds a company to the Member Directory. Primary Contacts can edit or add information for the directory profile through their profile or by contacting the Membership department at membership@probeauty.org.
32. **My business is a member, how we advertise/partner with PBA?** Advertising and branding opportunities can be viewed here: probeauty.org/branding.
33. **My business is a member, are there incentives if we exhibit at CPNA and/or ISSE?** Member companies enjoy the following benefits:
- 300 lbs. of free drayage per show
 - PBA member tile to display in booth
 - Small package discount up to 50lb at \$5 per carton
 - 10% discount on GES installation and de-installation labor
 - VIP “Empties” carton storage area at CPNA

MEMBER STATUS INQUIRIES

34. **I joined as an E-Member, but my status says I do not receive benefits. Why?** The E-member category is a complimentary electronic membership for one person that brings awareness of benefits available through paid membership. As an E-member of PBA you will gain access to industry resources that will help you advance your career.
35. **I receive emails from PBA, does this mean I am a current member?** Receiving e-mails from the association means you have E-member or Paid membership status. For questions on your membership status, e-mail membership@probeauty.org.
36. **I actively renew my license; does this include membership with PBA?** Membership with the Professional Beauty Association is not included or affiliated with any form of licensing.

ONLINE PROFILE AND SHOPPING CART

37. **How do I purchase and access a downloadable product from the online store?** For directions on how to purchase and open the product you obtain through the online store, please follow these [guidelines](#).
38. **How do I update my contact information?** Personal information can be updated by clicking the pencil icon under your current information on the left-hand side of your profile. For directions on how to update your contact information, please follow these [guidelines](#).
39. **How can I add/update my profile picture?** To upload or update the picture for your profile, click the pencil icon and select the image. You cannot delete the picture once it has been uploaded but you can update it with no limit restrictions.
40. **I recently graduated, how can I add my license number to my account?** Please contact the PBA Membership Team at 800.468.2274 or by email at membership@probeauty.org.

PUBLICATIONS

41. **What should I do if I'm not receiving any of my publications that come with my membership?** Please contact the PBA Membership Team at 800.468.2274 or by email at membership@probeauty.org. If you have recently joined/rejoined the Association, you will receive your publication(s) within a subscription cycle (approximately 45 days). The Professional Beauty Association (PBA) and its affiliates do not mail internationally. All collateral and membership information will be mailed to US and Canada members only.
42. **I am only getting American Salon magazine, shouldn't I receive multiple publications under my membership?** Publications are based on your membership level. Active Individual and Student members receive a monthly subscription only to American Salon.
- Business memberships, Primary Contacts and all Benefit Recipients, receive a monthly subscription to American Salon and 9 additional publications.
43. **My membership lapsed/expired, will I continue to receive my publication(s)?** Publication(s) are a member benefit and based on an active membership. If you would like to continue any publication, you will need to contact the publisher(s) directly to purchase a subscription or rejoin the association by purchasing membership [here](#).
44. **Why is my business receiving bulk publications?** Under the Business memberships, *each* Benefit Recipient receives all the benefits under the membership including the 10 magazine subscriptions. Please provide a personal address for each Benefit Recipient to avoid bulk publication mailings per business location by contacting the PBA Membership Team at 800.468.2274 or by email at membership@probeauty.org.
45. **I'm the Primary Contact of my business membership and I adjusted the Benefit Recipients, how will this affect their publications?** Publication(s) are a member benefit and based on an active membership. Once you have removed an individual as a Benefit Recipient, they will be unable to access any benefits including publications (digital and printed). New individuals added as Benefit Recipients to your roster will receive their publications within a subscription cycle (approximately 45 days).

MEMBER RESOURCES AND BENEFITS

46. **What is the Member Directory?** The PBA Member Directory is a comprehensive online index of current PBA Business members. This directory is accessible by active Individual, Student and Business members. Business members can provide a company biography to their directory listing by contacting the PBA Membership Team at 800.468.2274 or by email at membership@probeauty.org.
- PBA encourages Business members with multiple entities to have designated memberships for each entity to have a unique listing in the Member Directory.
47. **Do I have to be a member to apply for a scholarship?** PBA Foundation offers many different scholarship opportunities. To be eligible for some of the scholarship opportunities you do need

to be a member of PBA, others you do not. [Click here](#) for a full listing of our current scholarship opportunities, eligibility requirements and applications.

48. **Does membership provide insurance?** PBA does not underwrite or provide any form of insurance as part of membership but the association does partner with Beauty Insurance Plus, a company that offers competitively priced professional liability insurance. [Click here](#) to learn more.
49. **How do I join the Salon/Spa networking forum, the List?** The List is a member only group email discussion that allows Primary Contacts and Benefit Recipients of a salon, spa or school to exchange information in a peer-to-peer forum. [Click here](#) to learn more about the List.
50. **Do I have to be a member to be on the Board of Directors, Advisory Council or a committee?** Yes – you must be a current PBA member in good standing in order to be eligible to serve on a PBA committee, Advisory Council, or Board of Directors. Eligibility requirements to serve on PBA’s Advisory Council or Board are further defined. For more information please contact PBA’s Director of Leadership Operations, Rachel Molepske, by email at Rachel@probeauty.org.
51. **How do I become a member of PBA’s Advisory Council or Board of Directors?** The Advisory Council is the representative council for your membership section of the Professional Beauty Association. They represent your section and make recommendations to the PBA Board of Directors. The commitment is a few hours per month, which varies throughout the year, and travel to up to two meetings per year and conference calls. To be eligible, you must be a member in good standing the PBA membership section you are applying for.

The position is an elected position. Applications are available in late-fall each year and due in February. The Nominating Committee will review all applications and propose a slate of applicants, which is then voted on by the membership. To apply for the Advisory Council, please visit probeauty.org/councils.

The PBA Board of Directors is elected by each Advisory Council, with 3 members for each of the following sections: Beauty Professional/NCA, Distributor, Manufacturer, Salon/Spa.

52. **Does membership include access to other member’s contact information?** PBA doesn’t sell or share our member contact information but we do offer various ways to become involved in PBA and promote your goods or service to our members such as the benefit provider program and networking opportunities. Individual, Student and Business Members can also access the Member Directory through their online profile.
53. **Does membership include volunteer opportunities?** PBA encourages all members to become involved with the organization through service on PBA committees, task forces and at events. [Click here](#) to learn more about our volunteer opportunities and submit an application.

EVENT AND EDUCATION DISCOUNTS

54. **I just joined, why am I not getting my discount to IBS/IECSC?** Please allow 48 hours for the admission discount to be activated. PBA discount is not available for IECSC Chicago and not

extended onsite. If you continue to experience issues with IBS/IECSC registration, please contact the show directly at 877.398.6940.

55. **I'm registering for IBS/IECSC and it is asking for my member number. Where is this located and is it required?** PBA membership is email driven in order to access benefits; therefore, all you will need is the email address associated with your membership and not both to receive the member discount. Member numbers are only listed on your membership card and for internal use only.
56. **Does membership include any free events?** Member benefits do not include free tickets to industry events, but you can save up to 50% off the cost of admission and receive these perks at PBA Signature events such as ISSE and Beauty Week:
- a. Access to the PBA Member Lounge
 - b. Participate in the money saving Member-to-Member Program at ISSE Long Beach
 - c. Discounts of up to 50% off on paid education classes at ISSE Long Beach

Paid Membership must be current when you purchase admission to the show to take advantage of member pricing. Onsite member benefits are only extended to members that are current as of the date of the show; therefore, we encourage you to renew your membership for the year to enjoy all of the benefits listed above. [Click here](#) to learn more about event discounts.

57. **Does membership include any free education?** Join PBA's live webinars to learn from the industry's leading talent and from cutting-edge business professionals. Our programming is always current and is designed to cover topics that impact your bottom line and your growing business. Interactive, live sessions keep attendees engaged and informed.
58. **Does membership offer discounts to hotels at CPNA and/or ISSE?** The Professional Beauty Association (PBA) negotiates special discounted room rates at premier hotels in Las Vegas and Long Beach. For questions regarding hotel reservations, contact Par Avion at rescenter@paravion-inc.com.