

MSF Member Policies

Welcome to MSF

This information is important for all members of MSF. You are required to read the policy section and urged to review this material closely. To ensure your success in MSF, you will need to be a positive and supportive member of the organization. Put a lot of effort into your chapter and you should get a lot of effort back. Give and you shall receive.

Mission Statement

MSF's mission is to be an indispensable tool for top-of-their-industry professionals to grow their business and a valuable resource for consumers who are looking for trustworthy top-of-their-industry professionals.

Code of Ethics

1. **I will:**
 - a. **Arrive at our weekly meetings on time.**
 - b. **Stay throughout the 90 minutes.**
 - c. **Attend MSF Training as soon as possible.**
 - d. **Work every day as part of the sales team for other members of my chapter.**
 - e. **Invite visitors on a weekly basis**
2. **I will abide by MSF Member Policies, Guidelines, and Code of Ethics.**
3. **I will send a substitute if I am unable to attend a meeting.**
4. **I will be allegiant to and give referrals to my chapter members.**
5. **I will only belong to MSF and not any other organization that only allows one person per profession.**
6. **I will meet or exceed the ethical standards for my profession.**
7. **I will promote goodwill and keep a positive attitude with the members of my chapter.**
8. **I will call or text the President and Vice President if something comes up last minute and I have to miss a meeting.**

General Policies

- 1) Only one person from each professional classification is permitted to join a chapter of MSF. Membership Committees of each chapter have final authority relating to classification conflicts.
- 2) Members do not have to represent their primary occupation, if they are available to take referrals and service referrals in a timely manner.
- 3) The weekly meetings last for 90 minutes. Members need to arrive on time and stay for the entire meeting.
- 4) An individual member cannot be in a second MSF chapter nor in any other group that allows only one person per profession and whose primary purpose is to pass referrals to

one another. Logically this would substantially reduce their commitment to the other chapter members and harm the overall health of the chapter. **Membership Committees must enforce this policy.**

- 5) **Attendance is critical to the group.** Members must arrive on time to the meetings. If a member cannot attend, they may send a substitute (not a member of your chapter) to the meeting. This will not count as an absence. A member is allowed four absences every six months (February-August 1st and August 1st-January 31st). More than this and the member's classification is subject to being opened by the chapter's Membership Committee.
- 6) Members are required to look for bona-fide referrals and/or visitors to their chapter of MSF.
- 7) Weekly speakers pay \$20 to the chapter to provide a door prize. The door prize will always be a \$20 gift card to a chapter member and the chapter member who wins the door prize will select who the gift card is from. Chapters can vote to change this amount or process.
- 8) **There are no leaves of absence except for medical leaves.** A member may take up to 6 months of medical leave with the Membership Committee's prior approval. The leadership team in each chapter can make exceptions to this rule when deemed appropriate.
- 9) It is the members' responsibility to file a concern with the Membership Committee of their chapter if a visitor who submits an application that in any way conflicts with their classification. This should be done **before** the visitor is approved for membership. If there are no complaints, the Membership Committee will assume their consent.
- 10) Members who wish to change their classification must submit a new membership application and get approval from the Membership Committee for that classification change.
- 11) If a problem with members ever occurs, the Membership Committees may put a member on probation relating to the member's business practices or commitment to the chapter at their sole discretion.
- 12) A member's classification may be opened for failure to comply with the policies and/or the code of ethics of MSF. Membership Committees of any chapter may open classifications. In the absence of a Membership Committee, the Leadership Team may fulfill that responsibility.
- 13) The Leadership Team consisting of the President, Vice President, and Treasurer will receive lunch monthly during the monthly Leadership Team Meetings paid for by MSF. The Leadership Team **must** agree to the terms outlined in the Leadership Team Agreement to hold a position and **must** go through training before participating. If online meeting are held instead of lunch meetings, each chapter member who participates will receive a gift card.
- 14) In the absence of a Membership Committee, the Leadership Team may act as an ad hoc Membership Committee until one is established.
- 15) All MSF membership lists are for the purpose of giving referrals and not for soliciting (via e-mail, direct mail, or other means) MSF members or Directors without their prior approval.

- 16) All new members must attend Member Success Training in their region within their first 60 days of their induction. Only after attending training may the new member be added to the speaker rotation for the chapter. Any new members that have not attended the training within the first 60 days after being inducted into the chapter will be subject to having their classification opened by the Membership Committee.
- 17) Other than normal MSF printed materials, members may not use the MSF Intellectual Property (e.g. logos, trademarks, names, slogans, copyrighted materials, etc.) to manufacture, distribute, sell, market, or promote any product or service, or otherwise use the MSF Intellectual Property without obtaining the prior written consent of MSF. Members must agree to abide by the MSF Branding Standards for any permitted use.
- 18) Chapters may have speakers from other chapters do a 10 minute presentation, only by vote of the leadership team and only in smaller chapters with less than 20 members. The chapters each allow 1 profession (not represented in the sister chapter) to speak at the other chapter, these members must be in good standing and have an outstanding attendance record in their own chapters with zero absences (subs are OK) in the last 3 months. This cannot be done more than 2 times in a calendar year. Meaning a chapter can never have more than 2 presentations from a person in another chapter in a calendar year. **A CHAPTER MAY NEVER HAVE A SPEAKER WHO IS NOT AN MSF CHAPTER MEMBER or MSF area Director UNDER ANY CIRCUMSTANCE.**
- 19) Policies are subject to change.

Administrative Polices

- 1) There is an initial application fee. Annual Fees are paid annually or monthly. Fees may be paid with VISA, MASTERCARD, DISCOVER, AMERICAN EXPRESS, CASH or CHECK. Even if set up on monthly payments, members are contracted for 12 months payments, no exceptions. This is a 12-month commitment and renewals are also for 12 months. **If paying by check, you must pay for the entire year.**
- 2) MSF may establish chapters in every city or community with people interested in developing a referral-based sales team.
- 3) If fees are not paid within 15 days of the due date, the member will be officially dropped by MSF and held accountable to fulfill their 12-month contract. To reenter your chapter the application fee must be paid again.
- 4) Fees are non-refundable. If paid in advance, a certificate of credit will be given, upon request, to members in good standing for the unused portion of their time if they move to a new area.
- 5) Fees cannot be transferred from one person to another unless the fees are from the same company.
- 6) MSF has a strict policy on returned checks and NSF auto drafts. A member has three working days in which to contact their Regional MSF office and resolve the matter. Any returned checks not resolved within this period will be turned over to collections. All returned checks or NSF auto drafts will be assessed a minimum \$25 fee. If a member passes a second NSF check, that member will be subject to immediate termination.
- 7) MSF is a marketing service that reserves the right to discontinue a member's participation in this program without refunding annual fees.

- 8) A member requesting a transfer from their current chapter to a new chapter will be required to submit a completed new member application along with another \$150 application fee to the Membership Committee of the new chapter and get approval from the membership committee in their current chapter. In addition, the member must renew their 12-month commitment.

Quarterly Chapter Dues

Chapters may have an optional bank account with their own money that belongs to the chapter. Quarterly dues are set by the chapter and are typically between \$25 and \$50 per quarter, with \$30 or \$35 being the most common amount. This money belongs to the chapter and is used for things such as annual Christmas parties, sending get well gifts to members, purchasing blank business card templates to make a large name badge for members, paying for annual MSF awards banquets etc. Some chapters use quarterly dues to buy door prizes for visitor's days or give out monetary gifts to the top referral giver each month and top new member sponsor. Use of the chapter funds is up to the chapter and everyone should be invited to vote on how the chapter dues are spent. With the exception of the MSF Annual award ceremony, everyone is required to attend and pay for their breakfast, from the chapter account; this is paid upfront to your area director a few weeks before the ceremony and only covers the cost of the room and breakfast, the awards are paid for by MSF. If you have a chapter bank account it needs to be opened with at least two members as authorized users, one being the treasurer and it will need to be opened using a tax ID from one of the members as MSF does not have any rights to this account and it is used at your chapters discretion.

Visiting Chapters

- Members visiting other chapters should announce that they are from another chapter.
- Visiting members must not do or say anything that competes with a member of that chapter, however if that chapter does not have a member in your profession you are encouraged to train them how to best get you referrals and you are encouraged to ask for their referrals and business.
- Visiting members should pay for their own meal.
- Before visiting another chapter, the visiting member should call or email that chapter's President first.

Absences and Tardiness

- Absences and tardiness affect the general health of a chapter. The Membership Committee of a chapter, usually the VP must give written warnings to members who are consistently late or leave early. If the problem continues, the member's classification may be subject to being opened by the Membership Committee. Always send letters to anyone who has missed more than one meeting in a 6 month period.

Substitute Program

- People to consider for substitutes include: your customers, clients, patients, friends, family and/or employees.
- The primary purpose for a substitute is to represent an MSF member. MSF recommends minimal substitutes. However, a member may use substitutes up to ten times in a six-month period.

- The chapter should be aware that a substitute will be attending the meeting. The Visitor Host should be there to greet the substitute and welcome him/her to the meeting.

Multi-Level Marketing

- Multi-level marketing members of MSF should represent their products and services in MSF and not the business opportunity element of their business. This can be discussed at an interview or one on one meeting away from the regular chapter meeting. **DO NOT TALK ABOUT THE BUSINESS OPPORTUNITY DURING YOUR 60 SECONDS. This only applies to companies who are legally classified as an MLM. If your company is not an MLM, you may talk about hiring during your 60 seconds.**

Professions Not in Your Chapter

- While your chapter is looking to fill certain professions, please look on the MSF website www.msfweb.com and give referrals to members in other chapters while your chapter is looking to fill that position. This commitment to your local MSF helps everyone.

MSF Chapters are encouraged to donate time annually

Although MSF was created for the sole purpose of increasing business for its members we also love donating to local worthwhile charities. We encourage chapters to get together once a year and donate time to a worthwhile local cause. This will build moral within your chapter, causing members to get closer and making everyone feel great. This is a win-win for everyone because the more you know, like, and trust one another, the more willing everyone will be to look for greater referral opportunities.

MSF Promise of Profits

- **MSF will donate no less than 10% of annual profits to local charities.**

When to Cancel Meetings

If local schools are closed due to dangerous weather conditions or other dangerous conditions, then chapters should not have meetings on that day. This is for the safety of all members.

WEBPAGE INSTRUCTIONS

Double check the website as soon as possible to insure all of your information on the website is correct. If not email corrections to, webpage@msfworks.com

WHERE TO GO WITH CONCERNS OR PROBLEMS

Occasionally chapter members may have a problem with someone else in the chapter or with another MSF member, the proper procedure is:

- 1) Go to the member you have a problem with, explain what it is you are having a problem with and ask if there is a way you can work it out to your satisfaction. The majority of all problems can be handled with this approach. However, if this does not resolve the problem then go to step 2.
- 2) Take your concerns to the Leadership Team, the President, the Vice President, or Treasurer and give them a summary of what your concerns are and let them know you tried to work it out with the member, but you could not reach a resolution. It is best

to send this in an email to one or all of the Leadership Team. The Leadership Team will meet with you and the member you are having the problem with and see if they can help resolve the problem. If it cannot be resolved, go to step 3.

3) Email your area director and ask for a meeting regarding this issue

**** If your problem involves someone on the Leadership Team, then you may take it to the other members of leadership after you have tried to resolve it with that person. ****