



friendship force
INTERNATIONAL

Signing up for Friendship Force Online

(Member Registration Portal)

Background: In 2021, we will be encouraging our members to log into Friendship Force online. To sign in you simply need your name, email address and country of origin. All other information provided when you create your profile is optional.

1. What is the purpose of establishing an online account with FFI?

- a. Signing up for Friendship Force online will allow members to connect, facilitate journey business, participate in online activities and sign up for Journeys and other events in a secure online environment.

2. What is the vision for the member online experience?

- a. Since this is new to Friendship Force, there will be limited functionality in the beginning. Over time, we will add more tools and ways to connect online, greatly enhancing how we communicate and share information within the Friendship Force community. How does this impact club membership?

The online member experience should greatly enhance the club experience too. In addition to connecting with the other members of the club, members will benefit from connecting with friends they have made on journeys all around the world. They will be able to participate in special programs only available online, such as the pen pal program, educational webinars and other FFI Virtual Experiences.

3. Is my information secure?

- a. Yes. In fact, logging in to facilitate payments, express interest in Journeys, and so on, is going to be far more secure than how FFI is currently able to operate. Additionally, because our database is private and built using the latest security features, you can rest assured that your information will never be breached or shared externally.

4. What kind of language support will there be?

- a. You can sign in (and create a full member profile if you wish) in English, French, German, Hungarian, Indonesian, Japanese, Portuguese, Spanish or Russian. We will add further languages later in 2021. Native-speaking translators are working on this - no Google Translate or third party translation widgets!

- 5. Will all members be required to sign up for Friendship Force online?**
 - a. Starting in 2021, every member will be required to have a unique member ID to accompany any payments made to FFI for Journeys. The easiest way to get your member ID is to sign into your account online, however there are other ways we can assign a member ID if someone absolutely necessary.
- 6. What is the importance of being an “active member in good standing?”**
 - a. One of the biggest benefits of having Friendship Force online in this way is Journey security: Journey and Host Coordinators can be reassured that those who apply to host or travel are active members with the Friendship Force and that there are no reports of abuse or violations of the FFI code of conduct.
- 7. Will members not affiliated with clubs be able to sign up for Friendship Force online?**
 - a. Initially this is being developed for current club members. Eventually, individuals not affiliated with clubs will be able to sign up, however they will have limited access to the site current members will have.
- 8. When can members sign up?**
 - a. A small test group is going to be testing everything for us in December and January. We expect to open this up to the whole membership in February 2021.

Revised Member Fee Structure

- 1. What is the goal of the new fee structure?**
 - a. To simplify the fees so they are easier to understand and implement for member retention and recruitment.
- 2. What is the main difference between the current fee structure and the optional fee structure in development?**
 - a. The one-annual fee would replace all domestic, international and stop-over fees paid by members when they travel on FFI Journeys.

The main difference is what you get for your membership. Currently members pay a fee each time they travel that is calculated by the type and length of the journey. Under the new structure, members will pay one annual fee and can participate in as many domestic, international club-to-club and stop-over (short-stay) journeys as they like. Coupled with virtual experiences and an enhanced online member experience, there will be more value for the membership.

- 3. Will clubs be required to adopt the new fee structure?**
 - a. No. In consideration of how lots of clubs have operated for over 30 years, the Board of Directors recognizes that clubs will need to assess whether the new fee structure is right for them.
- 4. How much will the one-fee membership be?**
 - a. The fee will be based by country and set in local currency where possible. We have begun the analysis, but a definitive fee by country has not yet been determined.
- 5. When will the new fee structure be implemented?**
 - a. The new fee structure will be introduced widely to members by 2022 although testing in select markets will begin in 2021.
- 6. Will this change how clubs charge their members for their own club operations?**
 - a. The annual affiliation fee (club charter renewal fee) is separate from club-determined dues.
- 7. How will this new fee structure impact host fees?**
 - a. There is no change to any of the other costs associated with journeys. The host fee, like the cost of transportation or the cost of a tour, are negotiated between the Journey Coordinator and the Host Coordinator and are based on the actual costs of the journey.

General Questions

- 1. What is FFI's position on travel-related environmental impact?**
 - a. The FFI International Board of Directors recognizes that there is increasing concern about the impact travel has on the environment. Thankfully, there are also a number of ways individuals and groups can reduce their impact and promote more environmentally conscious travel practices. As such, FFI has established a task force to develop training and educational materials for clubs to reference when planning future journeys.
- 2. Does FFI envision individual travel rather than group travel being a part of FFI's future?**
 - a. Yes. In fact, many of our members already travel and host individual members within the global network or are a part of organizations that encourage this kind of interaction. There is sound research supporting the need for Friendship Force to continue building clubs, while making it possible for vetted individuals to travel and host.