

2024 WeSERV Dues Renewal FAQ Sheet

Here is a FAQ regarding renewal of WeSERV membership:

1. When and how will I receive my Renewal Dues Statement notice regarding my membership with WeSERV?

WeSERV will notify you via email, phone recordings, and text messages that your invoice is available for online payment. We also include dues information on our website under the Membership tab.

2. What is the deadline for paying my 2024 Membership Dues?

- Dues paid online between Monday, November 13, 2023 – Wednesday, November 29, 2023, will reflect a \$10 discount.
- The deadline for membership dues is Monday, January 1, 2024, at 11:59 p.m.
- However, we grant a grace period through Wednesday, January 17, 2024, at 11:59 p.m.
- On Thursday, January 18, 2024, a \$60 late fee will be added to your dues statement.
- As of Thursday, February 1, 2024, a \$45 reconnect fee will be added to your dues statement. Your membership status will change to a NON-MEMBER, and we'll notify your broker indicating non-payment of dues.
- Brokers and non-members will be inactivated on Friday, February 23, 2024, if they don't make their dues payments by Thursday, February 22, 2024. ARMLS® access is in jeopardy of suspension for the ENTIRE office. **(This means regardless if one or most agents have paid their dues, just one remaining unpaid agent (or broker) can cause the entire office to lose ARMLS® access. The broker AND all agents must pay dues before Friday, February 23, 2024, to avoid interruption of services).**

3. I can't pay my dues in full; can I make payments?

Unfortunately, WeSERV is not able to accept partial payments; you must pay the full amount.

4. I'm considering moving out of the real estate industry to try something new. What should I do?

Simply follow the steps below:

- Due to a policy adopted by the WeSERV Board of Trustees, if you are NOT renewing your membership for 2024, you MUST notify the association in writing before Monday, January 1, 2024.
- Place your real estate license in an inactive status. Contact ADRE at 602-771-7799 or online at <https://az.gov/webapp/dre>.
- Your ARMLS® and Supra key services will be inactivated at that time.
- Contact the WeSERV Member Services department if you have any additional questions about inactivating your membership. You can also click the link to complete the WeSERV notice to sever membership form: <https://weserv.wufoo.com/forms/kqz3dk80hc07d2/>



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5. What if I don't pay my 2024 Membership Dues by the deadline?

Please reference the dates below to avoid additional late reconnect and non-member assessment fees.

Dates to Remember

November: Dues invoices are available for online payment. We'll email members with online payment instructions. We will also notify members via phone and text messages during due collection time.

Monday, November 13, 2023 – Wednesday, November 29, 2023: Dues payments paid online will reflect a \$10 discount.

Monday, January 1, 2024: Dues invoices payable by Monday, January 1, 2024, by 11:59 p.m.

Monday, January 1, 2024, to Wednesday, January 17, 2024: We grant a grace period through Wednesday, January 17, 2024, at 11:59 p.m.

Thursday, January 18, 2024: Dues invoices will now include a \$60 late fee.

Thursday, February 1, 2024 – Wednesday, February 22, 2024, 11:59 p.m.: At this time, unpaid dues will change your membership status to a NON-MEMBER. A \$45 reconnect fee will be added to your dues payment.

Friday, February 23, 2024: For remaining unpaid dues (either by the REALTOR® or the Designated REALTOR®), the Designated REALTORS® membership is **INACTIVATED**, resulting in ARMLS® access suspension for the ENTIRE office. (This means regardless if one or most agents have paid their dues, just one remaining unpaid agent (or broker) can cause the entire office to lose ARMLS® access. The broker AND all agents must pay dues before Friday, February 24, 2024, to avoid interruption of services).

6. For Brokers - How can I view the agents in my office who still need to pay their membership dues?

You can also view the WeSERV members in your account and verify that those REALTORS® are still in your brokerage and the correct office. If you have any changes, please contact your Member Services Team at membership@weserv.realtor or 480-477-5882; choose option 2.

How to View Your WeSERV Members

1. Login into your WeSERV account
2. Under the "Account Information" tab, click "Office Account Receivable Activity"
3. Click one of the offices that appear on the screen
4. Click the "View All Invoices" button to view payment activity for the complete list of agents in that office. This will be available on Monday, November 13, 2023.

Click the Back to Office List button to view your other offices.



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