

Club Membership Q/A

Q: How do I become a club member?

A: Fill out the new AF Club Membership Program Application and turn in to one of the Managers at the Club.

Q: Can I become a Club member without having to get another credit card?

A: Yes. The new program does not offer a credit card option it will strictly be a membership card to Air Force Clubs

Q: Once I fill out the application how long will it take before I am added to the Moola List?

A: Since we cannot verify your membership at the moment; once you have received your membership card, or have proof that you have paid your first month dues, please bring it to Mr. Justin Ford at club Complex, he will add you to the Moola List. Until then we will issue a temporary card so you can still enjoy other membership benefits.

Q: How long until I receive my Club card?

A: Once your application has been validated and an account has been created by Air Force Services Agency it will take between 4-6 weeks. (Est. on old shipping times)

Q: How will I be contacted by the Air Force Services Agency?

A: You will receive an email similar to this:

Sir/Ma'am,

Thank you for your recent Air Force Club Membership application. At the time of sign-up, you were notified that a AF Services Activity representative would contact you. If they did not give you this information we apologize but at this time we would like to collect your preferred method of payment. There are a couple of options for this reoccurring payment; via credit/debit card or eCheck. Your dues will be charged the 15th of each month.

If you'd like to use your debit/credit card, please provide the following: the name as it reads the on the card, name of the issuing institution, credit/debit card number, and expiration date (month and year) If you'd like to make your payment via eCheck, please provide the following: the name or names as they appear on the check, name of bank, routing number and checking account number

Please provide this information through encrypted email at Web.Clubs-Operations@us.af.mil or you may call us at DSN: 969-7751/7750/7817/7764/7762 or Commercial: [210-395-7751](tel:210-395-7751)/7750/7817/7764/7762.

Thank you for becoming a part of the Tradition and Heritage of Air Force Clubs.

Q: If I have a temporary club card can I participate in Moola events?

A: Yes, you can participate in Moola events. However, you will not be eligible to win the grand prize until your Actual Membership Card arrives.

Q: Will current club members have to reenroll in the new system?

A: No. They will simply have to claim their membership and input their preferred method of payment once their installation goes live.

Q: Will my Chase Club credit card be cancelled?

A: June 12th - 23rd Chase will send out communication to card holders explaining the end of the Chase Air Force partnership and the benefits of their new card (it will include their new Visa benefits and Rewards brochure).

Q: How are all current members going to be switched over to the club card?

A: When your installation goes live with MemberPlanet all member profiles will already be in the system. It will be the member's responsibility to claim their membership and enter their method of payment.

Q: Will current members still be able to come in and pay dues on their current club card?

A: Current Members can still pay their dues as they have done in the past. Club complex will only be able to take payments thru the 8th of May, after that members will need to go to Chase.com to make payments. Once MemberPlanet cards are implemented the members will have to opt into the new programs and provide financial information in order to pay their dues as they have done in the past.

Q: When will new club members have to pay their dues?

A: All member dues will be posted to their accounts on the 15th of each month.