

Frequently Asked Questions

- **Are you a national organization?**
 - Yes.
 - Our membership base across Canada continues to grow, and our partners deliver services locally in almost every part of our country.

- **What are the membership fees?**
 - The fee is based on a sliding scale reflecting the size of the agency's annual operating budget.
 - For agencies with an operating budget less than \$500,000.00, the fee is \$250.00 plus GST. The fee is capped at \$1,500.00 plus GST.
 - For agencies with an annual operating budget of \$100,000.00 or less, we have a special Associate Member category, with a membership fee of \$100.00 plus GST.
 - It is important to appreciate that this fee quickly becomes irrelevant as our members receive a minimum of a 4 times or 400% return in savings annually and some are currently experiencing more than a 200 times return. The more services you utilize, the more you save. It's that simple.

- **Do we have to sign a contract?**
 - No.
 - There are no contractual obligations that would otherwise be required to approach the level of discounts we offer to members.

- **Is there any agency too small or too big?**
 - No.
 - Significant savings have been realized by all agencies, regardless of their size.
 - Our membership includes agencies ranging in size from one employee to twenty six hundred employees.
 - As an example: all agencies use some products and services, such as telephones, office supplies, and commercial insurance. Savings in these areas alone can be substantial.

- **Are all of your products and services available locally to us?**
 - Yes.
 - GAIN negotiates our contracts on a national level. Our partners deliver the services to our members locally, in most cases.

- **What is entailed during the transfer process when becoming a member?**
 - For most of the products and services you choose, the transition is both seamless and transparent. We make the arrangements for you, give you and your staff any information you need, and step back to allow you to carry on business as usual. We then assume a supportive role from that point on.

- **Is there a commitment to membership if taking part in cost comparisons?**
 - No.
 - We provide agencies with information. We do cost comparisons or provide quotes, and indicate the annual savings available, for any product or service of interest to an agency. The agency can then decide if it would like to take advantage of these savings and features.

- **These cost comparison savings sound too good to be true. What's the catch?**
 - There is no catch!
 - The combined total annual operating budget of our members is now over \$850,000,000.00. With this purchasing power, GAIN provides large volumes of business to our partners, and we are able to negotiate GAIN pricing that provides substantial savings.

- **We have a long-standing relationship with a local supplier. Do you expect us to move that business to GAIN?**
 - GAIN respects local business relationships. We demonstrate savings available to members, but members are free to purchase from GAIN partners and other businesses as they wish.

- **How do we know you won't raise the prices once we join?**
 - GAIN has never raised prices.
 - In fact, we use our increasing purchasing power to constantly negotiate lower prices on behalf of our members. For instance, between 2002 and 2006, we renegotiated lower long-distance rates several times, and increased discounts on supplies on an ongoing basis.

- **Do we have to use all the products and services?**
 - No.
 - Over time, many of our members increase the number of GAIN products and services they use. Their savings increase substantially but their membership fee does not.
 - The more services you utilize, the more you save. It's that simple.