



Ambulance Victoria Membership fee reduction

As of 1 July 2011 a one year single membership costs \$37.50 and a one year family membership costs \$75.

Q: I have a 1 year membership at the old rate, can I have a refund??

A: As per current business rules you can request a refund in writing if you have more than six months left on your membership. You can then choose to re-join at the new fee, however until you re-join, you will not be covered against the cost of ambulance transport and will have to serve the qualifying period and waiting period.

Q: I have a 3 or 5 year membership at the old rate, can I have a refund?

A: If you have more than 12 months remaining on your membership as of 1 July 2011 you will receive an automatic refund. You do not need to do anything.

- a. The refund will be calculated on the difference between the rate you paid from **1 July 2012** to the end of your subscription period and the new rate, excluding "free time" from the membership.
- b. Only the time remaining (after removal of the free time) after **1 July 2012** will be refunded.
- c. Only refunds of more than \$20 will be processed.
- d. There will be no change to your "paid to" date and no waiting periods apply.

Q: When will I get my refund?

A: AV has paid the majority of refunds already, however we are investigating many accounts where they were previously 1 year members but have since paid for a 3 or 5 year membership. This process is expected to be completed by March 2012.

Q: What if I don't want to wait? Can I get my refund now?

A: As per current business rules you can request a refund in writing if you have more than six months left on your membership. You can then choose to re-join at the new fee, however until you re-join, you will not be covered against the cost of ambulance transport and will have to serve the qualifying period and waiting period.

Q: Can I just have the time extended?

A: No, all eligible members will be sent their refund by cheque.

Q: I recently called and had a refund will I get another?

A: No, the refunds will only be processed on accounts that have not already had a refund or adjustment due to the fee decrease.

Q: I really respect and appreciate the great work paramedics do, is there any way I can support or donate a little extra?

A: Ambulance Victoria is grateful for your kind support which will help ensure a quality service when our help is most needed. All money received by Ambulance Victoria goes into providing and supporting the ambulance service.

For information on making a donation please contact Reception on 03 9840 3500 or email donations@ambulance.vic.gov.au

More questions? Please email feedecrease@ambulance.vic.gov.au