



# Better Business Bureau of Central and Northern Alberta

888 Capital Place 9707 110 St Edmonton, AB T5K 2L9  
ph: (780) 488-6632 / fax: (780) 482-1150  
toll free: 1-800-232-7298 / email: info@edmontonbbb.org

## MEMBERSHIP APPLICATION

### BUSINESS IDENTITY (PRINT OR TYPE NAME CLEARLY AND EXACTLY AS YOU WANT IT TO APPEAR IN BBB RECORDS)

NAME TO APPEAR IN DATABASE/DIRECTORY		
LEGAL NAME		
ADDRESS	CITY	POSTAL CODE
PHONE	TOLL FREE #	FAX
EMAIL	WEBSITE	

### REFERENCES/SUPPLIERS (IF YOU USE A CONTRACT OR HAVE PROMOTIONAL MATERIAL, PLEASE INCLUDE A COPY)

NAME	PHONE
NAME	PHONE

<b>PRECOMMITMENT TO ARBITRATION</b> <small>(MANDATORY IF IN BUSINESS LESS THAN SIX MONTHS)</small> <input type="checkbox"/> YES <input type="checkbox"/> NO	<b>MAY WE SEND YOU INFORMATION?</b> VIA: <input type="checkbox"/> FAX <input type="checkbox"/> EMAIL <input type="checkbox"/> NONE	<b>MEMBER IDENTIFICATION PROGRAM</b> <small>(MUST BE IN BUSINESS FOR 1 YEAR)</small> <input type="checkbox"/> YES <input type="checkbox"/> NO
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### HISTORY AND OPERATIONAL INFORMATION

ORIGINAL BUSINESS START DATE	ORIGINAL BUSINESS LOCATION	DATE ESTABLISHED LOCALLY
CITY/TOWN LICENSE #	PROVINCIAL LICENSE #	
TYPE OF BUSINESS ENTITY <input type="checkbox"/> CORPORATION <input type="checkbox"/> INCORPORATED <input type="checkbox"/> LIMITED <input type="checkbox"/> DISTRIBUTORSHIP <input type="checkbox"/> BRANCH <input type="checkbox"/> OTHER PLEASE SPECIFY: <input type="checkbox"/> PROPRIETORSHIP <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> FRANCHISE <input type="checkbox"/> NON-PROFIT <input type="checkbox"/> CHARITY		
HEADQUARTERS NAME	DO YOU HAVE A CRIMINAL RECORD? <input type="checkbox"/> YES <input type="checkbox"/> NO	
HEADQUARTERS ADDRESS	CITY	PROVINCE POSTAL CODE
PERSON RESPONSIBLE FOR CUSTOMER SERVICES (COMPLETE NAME)	POSITION	PHONE (IF DIFFERENT FROM ABOVE)

### OFFICERS, PRINCIPALS OR PARTNERS

NAME	TITLE
COMPANY PREVIOUSLY ASSOCIATED WITH	ADDRESS BIRTHDATE DAY / MONTH / YEAR
NAME	TITLE
COMPANY PREVIOUSLY ASSOCIATED WITH	ADDRESS BIRTHDATE DAY / MONTH / YEAR

### BUSINESS TYPE/CLASSIFICATION

### BANKING

NATURE OF BUSINESS (PLEASE DESCRIBE)	LOCAL BANK
TYPE OF BUSINESS CODE	ADDRESS
LICENSING INFORMATION REQUEST FORM REQUIRED? <input type="checkbox"/> YES <input type="checkbox"/> NO	NUMBER OF EMPLOYEES TRADE ASSOCIATIONS ASSOCIATION MEMBER #

THE MEMBER UNDERSTANDS THAT IF IT IS MERGED, ACQUIRED OR CONSOLIDATED WITH ANOTHER COMPANY, IT MUST INFORM THE BBB AND THE NEW COMPANY MUST RE-QUALIFY FOR BBB MEMBERSHIP. MEMBERSHIP FEES WILL NOT BE REFUNDED UNDER THESE CIRCUMSTANCES.

NOTES
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# MEMBERSHIP APPLICATION & MASTER MEMBER OPTIONS

I hereby make application on behalf of my company for membership in the Better Business Bureau of Central and Northern Alberta.

I have read and understand the Bureau's standards and requirements for membership and have received a copy for my records. I certify that my company meets all membership requirements and that we agree to abide by Bureau policy standards.

I have been advised that BBB members may use or refer to the registered Better Business Bureau name, logo, or other registered trademarks only after executing a Membership Identification Program Agreement or a BBB Online Reliability Seal Agreement for online use of the logo.

Failure to maintain the requirements and standards of membership, or to remain a BBB member in good standing shall result in immediate termination of the right to use or display the BBB membership decal and plaque. Please note: a change in company ownership requires a new membership application. Membership fees are not transferrable nor refundable.

APPLICANT'S INITIALS \_\_\_\_\_

<b>ANNUAL MEMBERSHIP FEE SCHEDULE</b> The fees effective January 1, 2004 are as follows:	<h2 style="margin: 0;">APPLICATION DECLARATION</h2>
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Proprietor, Agents, F/T Employees	1 year	2 year (10% Discount)
1000+ <small>(1000+ EMPLOYEES ADD \$63 PER 100 EMPLOYEES)</small>	\$1475	\$2655
501 - 1000 .....	1400	2520
401 - 500 .....	1300	2340
301 - 400 .....	1035	1863
201 - 300 .....	755	1359
101 - 200 .....	705	1269
81 - 100 .....	550	990
61 - 80 .....	490	882
41 - 60 .....	455	819
21 - 40 .....	410	738
11 - 20 .....	360	648
3 - 10 .....	310	558
1 - 2 .....	275	495
<b>** NOTE: THREE PART-TIME = ONE FULL TIME EMPLOYEE **</b>		

**BBB Membership Fees are a deductible business expense.**

I declare the information provided for application to be truthful. I understand that this application for membership is submitted for review and approval of the BBB, and that my firm's membership in the Better Business Bureau will not become effective until this application has been accepted by the Better Business Bureau Board of Directors.

Firm Name \_\_\_\_\_

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

<b>Master Membership Fee</b>	Based on above schedule
<b>Branch Offices</b>	_____ Locations @ \$100 each/yr
<b>Membership Identification Program (administration fee)</b>	\$25
<b>BBB Online Reliability Program (based on schedule)</b>	Based on schedule
<b>One Time Administration Fee</b>	\$50
<b>Subtotal</b>	
GST (Reg # R-106790579)	

<b>Payment By:</b> <input type="checkbox"/> AMEX <input type="checkbox"/> MASTERCARD <input type="checkbox"/> VISA <input type="checkbox"/> DEBIT <input type="checkbox"/> CHEQUE/CASH			
CREDIT CARD #	EXPIRY DATE	MO / YR	AMOUNT RECEIVED
NAME ON CARD			
SIGNATURE	DATE		
DSM	REFERRAL		
			<b>TOTAL</b>

<b>OFFICE USE ONLY</b>			
<b>ICAMS CHECK:</b> <input type="checkbox"/> COMPANY <input type="checkbox"/> PRINCIPALS <input type="checkbox"/> PHONE # <input type="checkbox"/> CITY/TOWN/COUNTY LICENSE <input type="checkbox"/> ORGANIZATION REGULATORY BOARD LICENSE <input type="checkbox"/> PROVINCIAL LICENSE			
PROMOTIONAL MATERIAL INCLUDED: <input type="checkbox"/> YES <input type="checkbox"/> NO    TELEPHONE BOOK: <input type="checkbox"/> LISTED <input type="checkbox"/> UNLISTED    BOARD APPROVAL: <input type="checkbox"/> YES <input type="checkbox"/> NO			
MEMBER # _____	FILE # _____	BOARD APPROVAL STAMP	
DATE CHECKED:   mm / dd / yy	CHECKED BY: _____		

# MEMBERSHIP IDENTIFICATION / BBB ONLINE RELIABILITY PROGRAMS

During the term of this agreement, the BBB grants Member a nonexclusive, nonassignable license to use the BBB name and logos only as prescribed below. Member understands that if it is merged, acquired, or consolidated with another company, it must inform the BBB and the new company must re-qualify for BBB membership. Member agrees that the BBB name and logos may not be otherwise used, copied, reproduced or altered in any manner. BBB will provide the logos in various sizes to Member. Member must receive prior permission to use another size. Nothing in this Agreement, or in Member's use of these marks will give the Member any right whatsoever in them or in ones similar beyond the right granted in this agreement. If BBB suspends Member under the BBB's bylaws, or if online identification authorization is suspended, Member agrees to cease immediately using the BBB name and logo in all transient media. The online logo's authentication will be disabled until Member removes the online logo(s) from the world wide web. A suspended Member may request review of the suspension under applicable procedures. Unless the suspension is set aside following a review, suspension will become final and this Agreement will be terminated. Member agrees to cease immediately using the BBB name and logos in all media and to remove the membership plaque and decals from all places where displayed.

## 1. MEMBERSHIP IDENTIFICATION PROGRAM (OFFLINE)

Member may, within the BBB's geographic service area of Central and Northern Alberta, state "Member of the Better Business Bureau of Central and Northern Alberta" or display the offline logo depicted on the following page, in the following media: newspapers, periodicals, billboards, posters, direct mail, flyers, yellow pages or other directory advertising, telephone, TV or radio spots, business cards, stationery, invoices, facsimile cover sheets and other business documents.

Member agrees to pay an annual administration fee of **\$25 (plus GST)** to participate in this program. Payment is attached to start this agreement. Future payments will be billed with annual membership dues.

To participate in this program, initial here  and sign and date the reverse side of this page.

## 2. BBBOOnline RELIABILITY PROGRAM (ONLINE)

To apply for participation in this program, supply the full URLs of all sites where the BBBOOnline Reliability logo will be displayed:

Main URL \_\_\_\_\_  
Additional \_\_\_\_\_  
URL(s) \_\_\_\_\_  
\_\_\_\_\_

List up to six relevant key \_\_\_\_\_  
words for our searchable \_\_\_\_\_  
database. \_\_\_\_\_  
\_\_\_\_\_

FEE SCHEDULE	
EMPLOYEES	ANNUAL FEE
1 - 3	\$ 125
4 +	\$ 200

Does the physical address match address given on website and other company materials? YES  NO

Is advertised merchandise present and shipped from this address? YES  NO

Is the advertised product shipped directly from supplier(s)? YES  NO   
If yes, please list suppliers.

Member may choose to display an online logo and identify its BBB membership on the World Wide Web under the conditions set forth below. Member must use the then in effect logo (current version on reverse of page) to allow consumers to verify membership and online participation.

Member may display the online logo anywhere on its world wide web site(s). In addition, Member may display this logo on other world wide web sites where member advertises so long as Member provides the BBB in writing the entire URL(s) where Member will display the logo. If a URL changes, Member must inform the BBB in writing of the change. The online logo will be electronically transferred to the Member for Member's installation. Member understands that the logo will be hyperlinked to a BBB Online participation confirmation page and to pertinent information about Member (authentication).

To participate in this program, initial here  and sign and date the reverse side of this page.

*Member agrees to indemnify and hold the BBB and BBB Online harmless against any loss, damage or expense, including reasonable attorney's fees arising out of any misuse of the BBB Trademarks, or of any violation of the terms and conditions of this agreement. Member also agrees to indemnify and hold the BBB and BBB Online harmless against any loss, damage, expense, including reasonable attorney's fees, with respect to all third party claims of any kind, including product liability arising in connection with its product(s) or service(s). Member agrees that it will not sue for monetary damages on any matter concerning this agreement.*

# MEMBERSHIP IDENTIFICATION / BBB ONLINE RELIABILITY PROGRAMS

This PARTICIPANT AGREEMENT is between \_\_\_\_\_

(MEMBER)

and the

**BETTER BUSINESS BUREAU OF CENTRAL AND NORTHERN ALBERTA (BBB)**

By initialing the Program(s) on the reverse side of this page, Member agrees to the terms and conditions listed under said Program(s) and Member agrees to arbitrate, through BBB binding arbitration, unresolved disputes with its customers in accordance with the terms set forth below. If Member uses an approved alternative arbitration provider to resolve disputes, Member agrees to give the BBB access to all information necessary to allow the BBB to monitor compliance or good faith compliance with decisions.

The Member agrees to bear arbitration costs. Customers and businesses pay an equal nominal cost of arbitration of \$50 (plus GST) per party. The costs of inspection and technical witnesses, if necessary, other witnesses, legal fees and a transcript of the recording of the proceedings, if desired, will be borne by the requesting Party.

## AGREEMENT TO ARBITRATE

If the complaint is not otherwise resolved through BBB conciliation or mediation, and the customer is agreeable to arbitrate, Member agrees to arbitrate disputes involving products and/or services as follows:

- a. The following remedies may be sought in arbitration: (i) full or partial refund of the cost of the product and/or service involved in the transaction, including GST and other direct incidental costs associated with the sale of the product or service; (ii) completion of promised work or fulfillment of contractual obligations; (iii) repairs or reimbursement for the cost of repairs to fix a defective product; and/or (iv) reimbursement of the arbitration administrative fee.
- b. Member is not obligated to arbitrate claims: (i) for criminal violation, product liability, loss of wages, mental anguish, punitive damages, legal fees, or personal injuries; (ii) where no deficiency or problem is alleged in the product or services involved in the transaction; (iii) that have been resolved by a previous court action, arbitration or written agreement between the parties; or (iv) from other than a customer of Member.
- c. The transaction that is the basis of the complaint must occur during the term of this agreement. The complaint must be filed with the BBB within one year of the transaction or within the warranty period as provided by Member's written warranty, whichever is greater.
- d. The arbitration will be conducted in accordance with the Better Business Bureau Rules of Arbitration and the Arbitration Act of Alberta.
- e. Member agrees to be bound by the arbitrator's decision.
- f. Member may, at its discretion, agree to arbitrate additional claims.

## TERMS OF PROGRAM(S) MEMBER AGREEMENT

The term of this agreement shall begin upon acceptance by the BBB and shall continue until terminated in writing by either party upon 30 days written notice. Upon termination of said Agreement, Member agrees to immediately cease use of any and/or all BBB logos and/or any written materials that refer to participation in any and/or all programs. In addition to constituting a breach of this Agreement, Member's continuing use, after termination of this Agreement, of any and/or all program logos or materials that refer to participation in any and/or all programs shall obligate Member to arbitrate disputes in accordance with the above cited Agreement to Arbitrate. Failure of the Member to adhere to the terms of this agreement may result in the revocation of membership in the BBB.

### APPROVED OFFLINE LOGO



### APPROVED ONLINE LOGO



## MEMBERSHIP IDENTIFICATION PROGRAM / BBB ONLINE RELIABILITY PROGRAM AGREEMENT

NAME OF COMPANY REPRESENTATIVE	TITLE
SIGNATURE	DATE

# BRANCH MEMBERSHIP APPLICATION

Master Member Name \_\_\_\_\_  
Phone Number (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

## BRANCH MEMBERSHIP

COMPANY NAME			BRANCH START DATE
ADDRESS	CITY	PROVINCE	POSTAL CODE
PHONE (INCLUDING AREA CODE)	FAX (INCLUDING AREA CODE)	EMAIL	
PERSON HANDLING COMPLAINTS	INVOICE <input type="checkbox"/> MASTER MEMBER <input type="checkbox"/> ABOVE ADDRESS	NUMBER OF EMPLOYEES	
CONTACT PERSON	TITLE	TYPE OF BUSINESS	

## BRANCH MEMBERSHIP

COMPANY NAME			BRANCH START DATE
ADDRESS	CITY	PROVINCE	POSTAL CODE
PHONE (INCLUDING AREA CODE)	FAX (INCLUDING AREA CODE)	EMAIL	
PERSON HANDLING COMPLAINTS	INVOICE <input type="checkbox"/> MASTER MEMBER <input type="checkbox"/> ABOVE ADDRESS	NUMBER OF EMPLOYEES	
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ADDRESS	CITY	PROVINCE	POSTAL CODE
PHONE (INCLUDING AREA CODE)	FAX (INCLUDING AREA CODE)	EMAIL	
PERSON HANDLING COMPLAINTS	INVOICE <input type="checkbox"/> MASTER MEMBER <input type="checkbox"/> ABOVE ADDRESS	NUMBER OF EMPLOYEES	
CONTACT PERSON	TITLE	TYPE OF BUSINESS	

## BRANCH MEMBERSHIP

COMPANY NAME			BRANCH START DATE
ADDRESS	CITY	PROVINCE	POSTAL CODE
PHONE (INCLUDING AREA CODE)	FAX (INCLUDING AREA CODE)	EMAIL	
PERSON HANDLING COMPLAINTS	INVOICE <input type="checkbox"/> MASTER MEMBER <input type="checkbox"/> ABOVE ADDRESS	NUMBER OF EMPLOYEES	
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## BRANCH MEMBERSHIP

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PHONE (INCLUDING AREA CODE)	FAX (INCLUDING AREA CODE)	EMAIL	
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