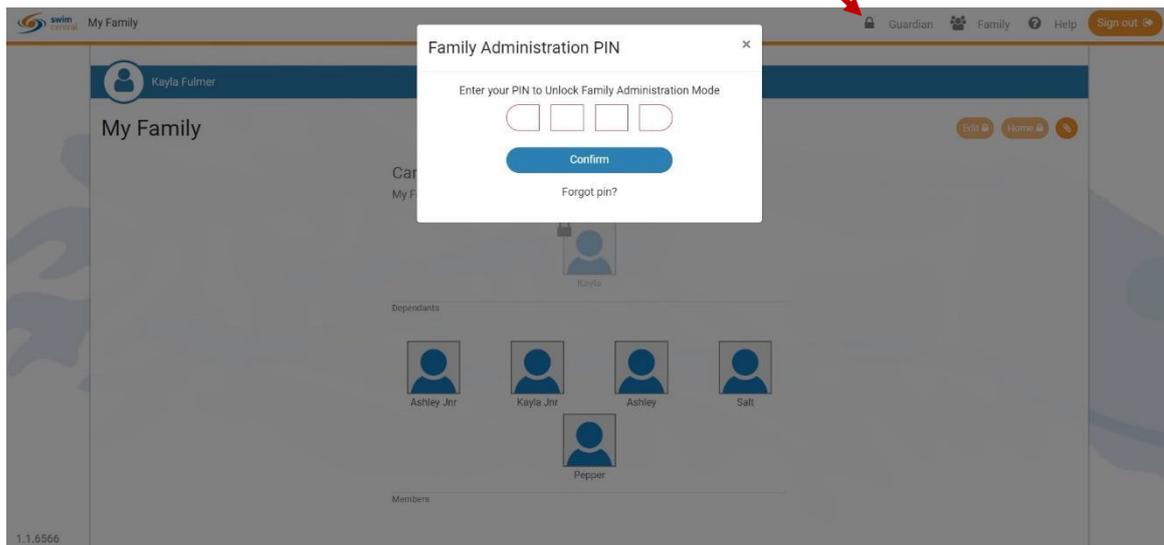


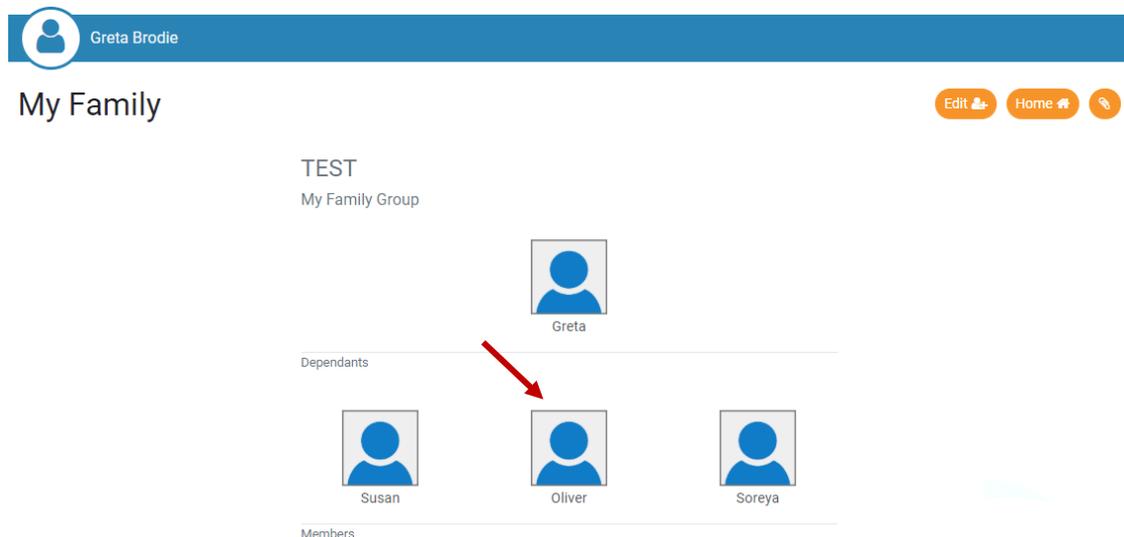
How Do I Transfer Clubs?

To transfer clubs, you will need to purchase a product with your new club first. Once you have purchased the product, the transfer button will be available on the old membership product. When the steps have been completed, you will receive a refund on any components which are common to both membership products (ie. National & State components). The steps are outlined below.

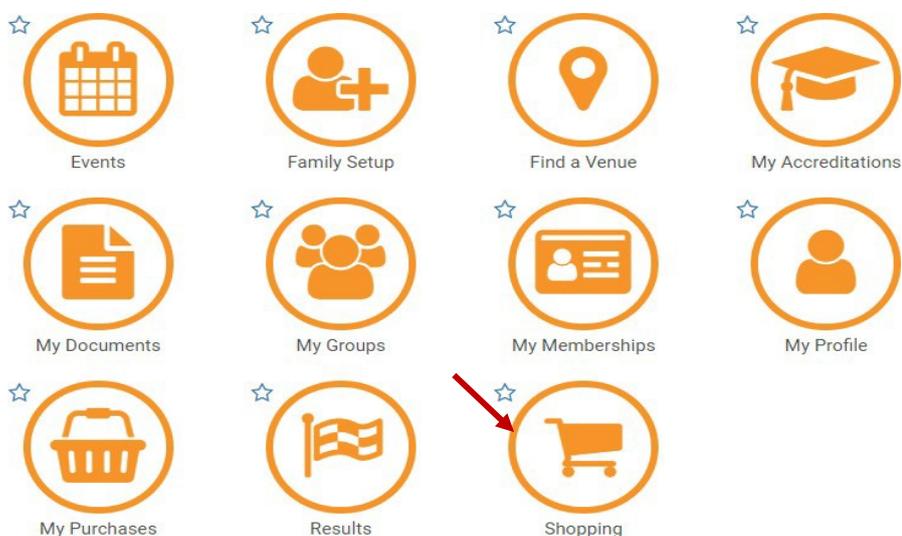
1. Sign in to Swim Central and click on the padlock in the top right-hand corner to **unlock your family**.



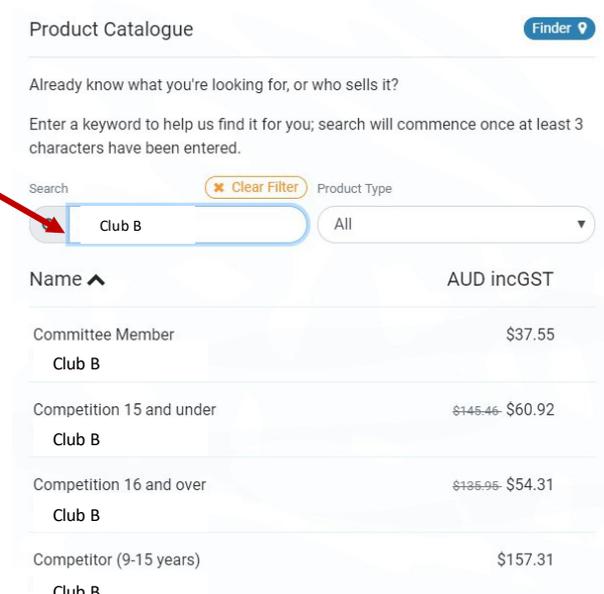
2. Click on the family member who you wish to transfer.



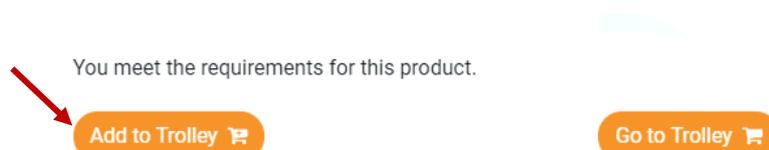
3. From their homepage, **click on the orange 'Shopping' icon**



4. Search the name of the club you wish to transfer to and **click on the membership product you wish to purchase.**



5. Check the correct membership product has been selected then **click 'Add to Trolley'**.



6. Go to your trolley and finalise the purchase, check it has been assigned to the correct member.

Confirm Your Trolley Contents

#	Product Name	exGST	GST	Quantity	incGST
1	Swimmer Club B NAME	\$150.96	\$6.37	1	\$157.33
Grand Total				1	\$157.33
GST Component					\$6.37
SAL Surcharge*					\$1.86
Transaction Fee*					\$2.23

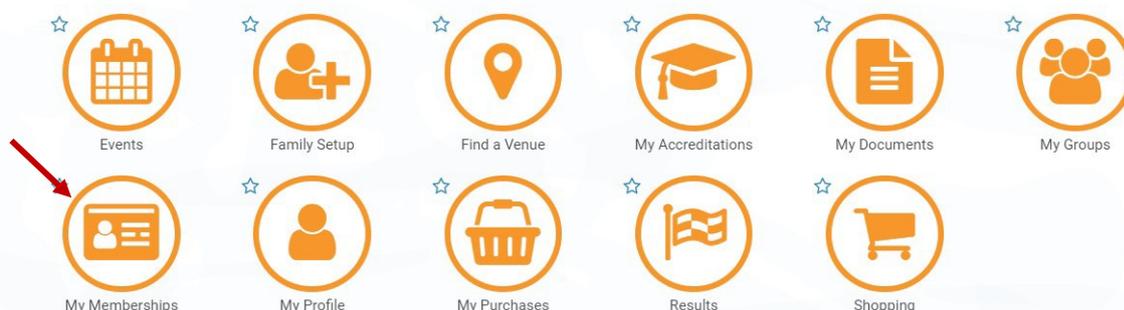
* fees and surcharges included in total amount shown

Terms and Conditions of Purchase

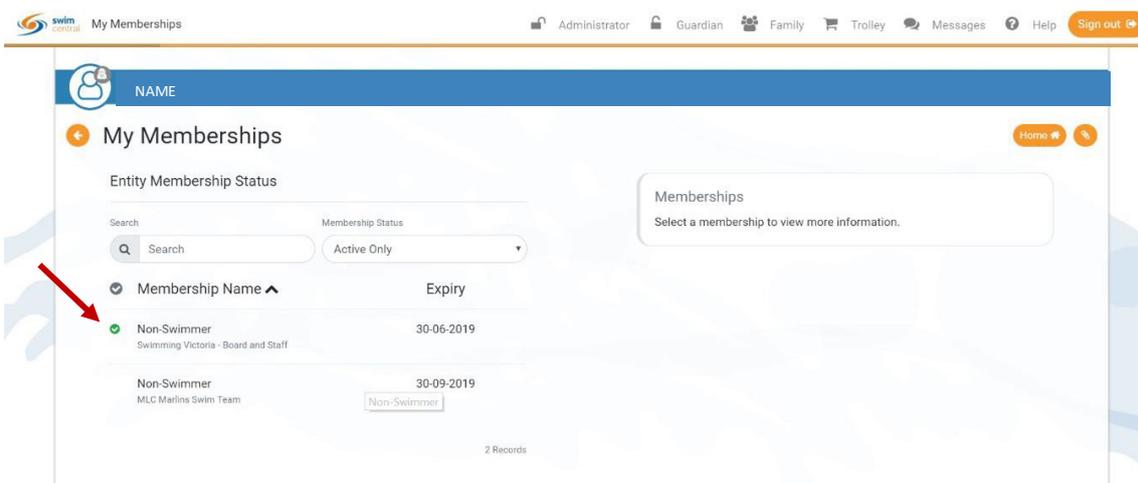
I agree with Ts & Cs

7. Once the membership payment has been successful, go to the members homepage by clicking the profile icon in the top left-hand of the screen, **click the orange 'My Memberships' icon.**

ome Home

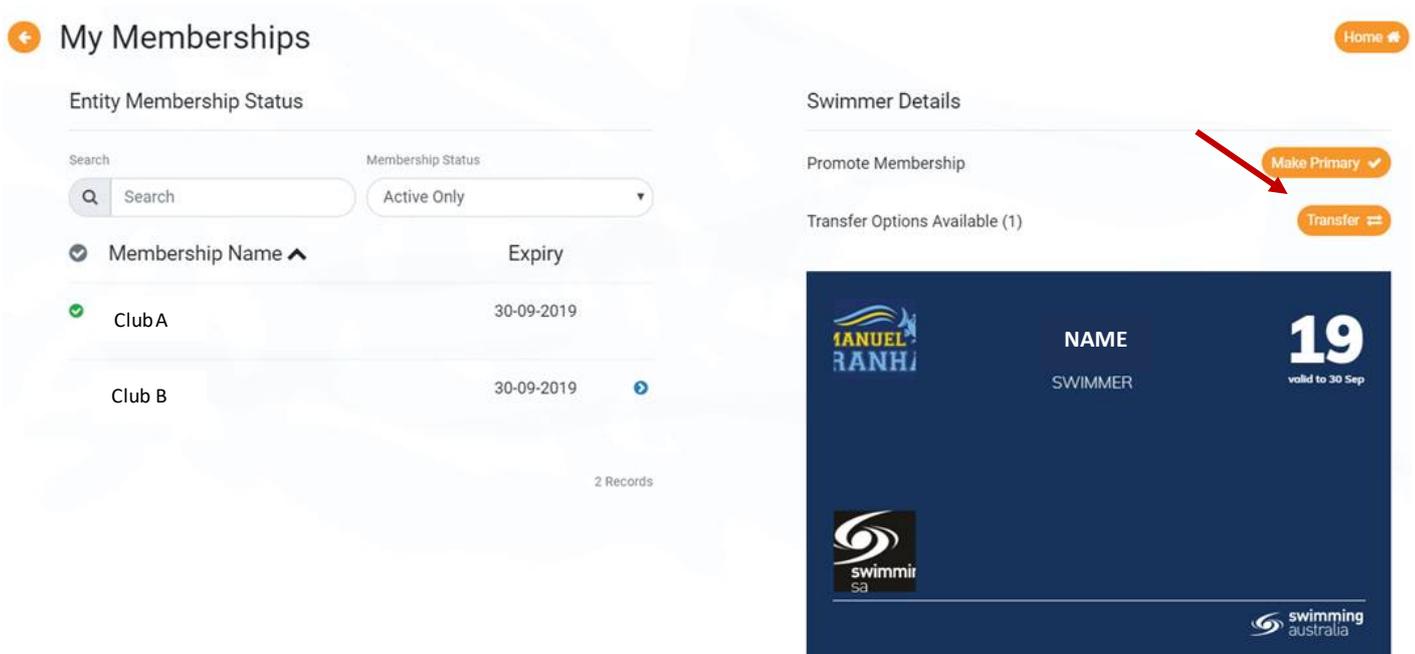


8. Multiple memberships should show in your membership lists. The green tick next to the membership will indicate which is your primary membership.



The screenshot shows the 'My Memberships' page. At the top, there is a navigation bar with 'swim victoria' logo, 'My Memberships', and user roles: Administrator, Guardian, Family, Trolley, Messages, Help, and Sign out. Below the navigation bar, there is a header with a profile icon and 'NAME'. The main content area is titled 'My Memberships' and includes a search bar, a 'Membership Status' dropdown set to 'Active Only', and a table of memberships. The table has columns for 'Membership Name' and 'Expiry'. The first row shows a 'Non-Swimmer' membership for 'Swimming Victoria - Board and Staff' with an expiry date of '30-06-2019'. A green tick mark is next to this row. The second row shows a 'Non-Swimmer' membership for 'MLC Marlins Swim Team' with an expiry date of '30-09-2019'. At the bottom, it says '2 Records'.

- The green tick will show next to your new membership. Click your old membership on the right-hand side, **click the orange 'Transfer' button**.



My Memberships

Entity Membership Status

Search: Search | Membership Status: Active Only

Membership Name	Expiry
Club A	30-09-2019
Club B	30-09-2019

2 Records

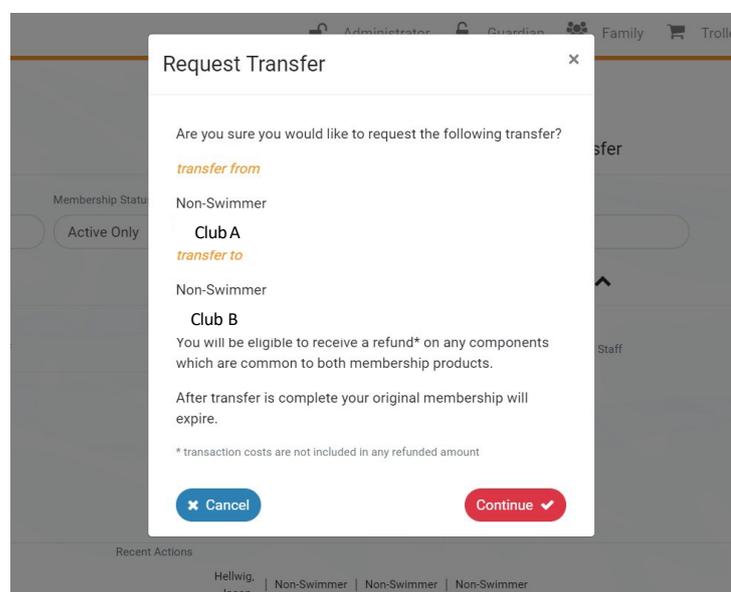
Swimmer Details

Promote Membership: Make Primary ✓

Transfer Options Available (1): Transfer

Swimmer Profile Card: NAME: 19 (valid to 30 Sep), SWIMMER: IANUEL RANHI

- A pop-up message will appear, confirming which club you are transferring from and which club you are transferring to. Please ensure you read this carefully and all the details are correct. You are eligible to receive a refund on any components which are common to both membership products. **Click 'Continue'**



Request Transfer

Are you sure you would like to request the following transfer?

transfer from

Non-Swimmer
Club A

transfer to

Non-Swimmer
Club B

You will be eligible to receive a refund* on any components which are common to both membership products.

After transfer is complete your original membership will expire.

* transaction costs are not included in any refunded amount

Cancel | Continue ✓

Recent Actions: Hellwig, Jason | Non-Swimmer | Non-Swimmer | Non-Swimmer

The transfer is now complete. Please note that you must ensure the green tick is next to your primary membership (the membership at your new club).

The credit card that was used to make the purchase of your new membership product will be refunded on the common components to both membership products (normally these will be the national and state fees).

Please note: a lag in your old membership disappearing may occur. Even if this happens, you can enter meets under your new membership ensuring that the green tick is next to this membership.