



## **New Member Welcome Process**

*Effective August 2018*

- Welcome email sent to new member / Include information about upcoming Chapter events.
- Send new member details to the corresponding Chapter Officers
  - Chapter officer reaches out to welcome the new member inviting them to attend an event.
- Added member to e-newsletter distribution & send invitation to follow us on social media
- Welcome new member on Social Media
- Welcome new members in quarterly e-newsletter
- One Month Later - Send questionnaire that identifies areas of interest (e.g., Liability, Work Comp, etc.)
- Two Months Later – Reach out to see how their member experience is going – We can develop a script for this to inquire if they have been able to access certain resources.