



ABC Anytime Fitness FAQ

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Did you know you have a dedicated Anytime Fitness Support team within ABC?

Email: afteam@abcfitness.com

Phone: (844) 992-2386

How often do I get deposits from ABC?

ABC has two billing cycles each month. Our billing cycles run from the 1st of the month to the 15th, and then from the 16th to the end of the month. At the end of each cycle, we will remit to you any money we collect, minus our rates, and any franchise fees you are required to pay. A billing deposit calendar is available online through the ABC Online Business Center.

How do I receive money from ABC?

You have two options on receiving your money from ABC: wire or ACH. We do not mail checks. The fee for an ACH deposit is \$5.00 and will normally be in your account within 48 business hours. The fee for a wire deposit is \$40.00 and will normally be in your account within 24 business hours.



Did you know you can request additional deposits during the month?

You can request deposits to be set up via ACH for an additional \$5.00 per deposit, via wire for an additional \$40.00 per deposit, or daily deposits for \$29.00 per month.

How do I pay my franchise fees, ad fund fees, and software/security fees?

All fees will be deducted from your billing by ABC, then forwarded to Anytime Fitness, Provision Security, or any utilized third party vendor on your behalf. All fees will be deducted on the first of the month and will be itemized on your mid-month billing report.

I have a question about a member's account or want to make changes to an account. What must I do?

There are two primary ways to make changes or update your membership accounts: via ABC's Customer Care Center or Online Business Center. Our Customer Care Center is staffed Monday through Friday from 7:00AM - 9:00PM CST. The direct line is (888) 622-6290.

ABC's Online Business Center is your direct link to our billing system and your members' information. Any change you make through the website is immediately updated on our billing system.

I need access to ABC's Website - Online Business Center (OBC) and Club Reporting System (CRS). How do I get access?

Once established as an ABC client, the club owner(s) will be provided a level 4 user login ID and password from ABC's Help Desk. You will receive two emails from noreply@abcfitness.com within 72 hours from club setup. Once registered, you will have the opportunity to view OBC and CRS, review online video tutorials, and add staff/managers that will need access to this site.

Can I enter my agreements online?

Yes! You have two options available.

1. Anytime Fitness Club Hub iPad App - This is the recommended option
2. ABC's Online Business Center - Allows you to enter all your new, renewal, or rewrite agreements online at a time that is convenient for you.

What is the benefit of an electronic agreement available on the Club Hub iPad App?

You can fully complete the membership sales process in the iPad app—from lead to agreement.

If my member requests to cancel their membership, what are my options?

To help minimize attrition and allow you the chance to save the membership, it is recommended that the club handle their own cancel and freeze requests. However, if you prefer, ABC will handle all the requests for you.

One of the first steps you will take is to complete a "Cancellation and Freeze Policy" form. This form will outline how you want us to respond to your members when they contact ABC to cancel or freeze their account. To ensure we follow your specific club policies, we want you to tell us.



A member called complaining about ABC's Customer Service, what are my options?

Every member call to ABC is notated on our billing system and digitally recorded. You can contact the Customer Care Center to request that a .wav file of the call be emailed to you. The request must include the member's name, agreement number, the date of the call, and approximately what time the call took place.

How would my members transfer?

There are many reasons your members can transfer to a different Anytime Fitness location, or have members transfer to your Anytime Fitness location from another location. The most common reasons are usage, relocation, and club closings.

For more details behind this process, please visit the *Anytime Fitness Dashboard > Anytime Academy > Reciprocity* article by visiting <https://resourcecenter.sebrands.com/af/member-transfers-reciprocity-5604060.html>.

One of my members has a bad address. Why?

ABC verifies all mailing addresses against the United States Postal Service (USPS) for accuracy. Often, perfectly good addresses will be flagged as invalid due to the abbreviations used when entered. The USPS has set standards that they abide by for address accuracy. You can simply verify any invalid addresses by checking the <https://usps.com/> website and making any corrections on the member's account.

Do I have to enter CASH/PIF accounts into ABC?

Yes. For the nationwide reciprocity program to work, ABC is required to handle any memberships longer than one month. We do not charge our standard rates on CASH/PIF accounts since we did not collect it. The only fee associated with a CASH/PIF account is a \$0.15 per month per account data maintenance fee titled **Contract Storage Fee** on your CRS reports. This only applies to active CASH/PIF memberships during a specific month.

I need membership agreements for my club. Who do I contact?

ABC will handle all your agreement needs, and even provide you with the first 200 FREE. Once you become an ABC client, a member of our Agreements team will contact you to start the agreement process. We already have a default template designed especially for Anytime Fitness and will take steps to include your specific province/state laws before we send it to you. You will be able to customize certain sections to fit your specific club's rules and regulations. In addition, you can make updates to your agreement when changes occur for \$4.95 per update.

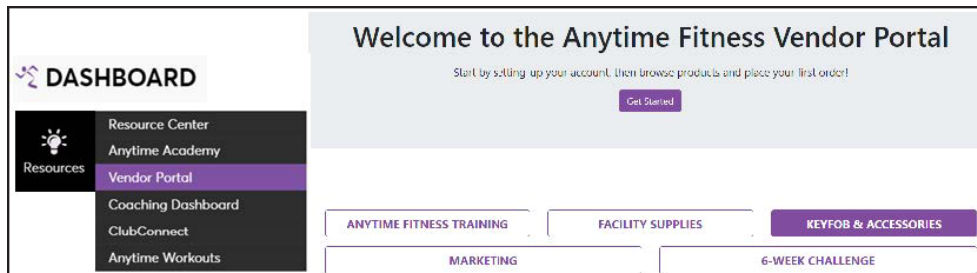
I need computers, software, the door control system, security cameras, a DVR, etc. Who provides that?

Provision Security is the preferred Anytime Fitness vendor for all of your hardware/software needs. They can be reached at (866) 315-0777 or online at www.provisionsecurity.com.



I am starting my presale and need key fobs. Where can I get them?

All key fob orders and re-orders will go through the AF Dashboard by clicking Vendor Portal under Resources, and then clicking Keyfob & Accessories under the Vendor Portal. You will select items, add to cart, and complete order.



Provision Security will provide ABC with an invoice when you order key fobs. We will deduct that amount from the current billing cycle and remit it to Provision on your behalf. That deduction will show up on your billing reports as **KEY #xxxx 01096** where **xxxx** indicates the invoice number and **01096** is the ABC code for Provision Security. You will also be charged any shipping fees. Those charges will appear on your deductions as **KEY UPS CHG 01096**.

Once your key fob order is received, please assign a key fob to each member by entering it into Club Hub or the Club Hub iOS app. Please do not hand out key fobs to members until you open, as this will help avoid potential misplacement, prevents trying to use the keyfob for access at nearby clubs, and gives you a good opportunity to re-engage the relationship with your member once you open.