

Frequently Asked Questions

Where is my membership number?

It is on the top of the enclosed letter, on your membership card (if it hasn't arrived yet it is on its way to you) and if you get stuck call, either the Regional Organiser or the FSB Membership Department. It is important as you will need it to access our services.

How do I contact the Regional Organiser?

Karen Durcan, ro.thamesvalley@fsb.org.uk Tel: 0118 945 6848 105 Oak Tree Road, Tilehurst, Reading, Berkshire, RG31 6LA For help and guidance on any aspect of the FSB – If in doubt, give her a shout!

How do I contact the Head Office Membership Department?

Call 01253 336000 take option 1 for Membership Department. For queries on subscriptions, membership cards, numbers and Vcodes. **What is my Vcode?** This is a pass code and used along with your membership number enables you to log into online facilities such as changing your contact details, access to the Legal website etc. It is on your membership card. If that hasn't arrived yet, just give Membership a call (as above) and they can assist you. Maybe you could then keep a note of it next to your computer?

How do I get to receive email updates?

Log into the national FSB website as a member (www.fsb.org.uk and click on "Log In" on the side menu – left side of the screen) and then click on "Update My Details" and follow the screen. Make sure there is a tick in the box that says you want to receive emails from us and that you save your changes. If you need help call your Regional Organiser. To unsubscribe simply repeat the operation but this time remove the check from the box.

How do I get to show my business on the Online Business Directory?

The same access as for email updates – just make sure that you check the box that asks if you want to show your details on the Online Directory and save the changes. You can also put key words in this section – think carefully about how people may search to find you and choose the most likely words. To unsubscribe simply repeat the operation but this time remove the check from the box.

To view the online directory and search for other members just click the online directory icon on the homepage of www.fsb.org.uk

How do I tell you about a change to my address or other contact details?

Again, sign into the "update my details screen" from the website www.fsb.org.uk as for emails and the directory, amend the details and make sure that you save the changes. You can also send a simple email, fax or letter to your Regional Organiser but the website is much faster.

What member services are there and how do I make best use of them?

At www.initforyou.fsb.org.uk is a comprehensive guide to all the services and member benefits. Also included with this letter is a list of the service providers and their contact details. *Top tip: Write your membership number at the top of the enclosed FSB Member Services Contact Information List and keep it by the phone. Members need to deal with all of our providers direct as it saves time and they will always have the latest information about their products for you.*

How do I access Legal advice?

By Phone - Probably our most used service available 24/7. Call for advice on any topic on 0845 0727 727 you will need your membership number to hand. FSB legal will take the detail of your call and get one of our legal team to call you back.

On the web - www.fsblegalinfo.org.uk you will need to enter your membership number and Vcode then you can email your question; download lots of helpful fact-sheets and templates. Employment Law Online is just one particularly useful example. Why not have a look now for yourself so that you know where to get information when you need it.

Legal Claims? There are some circumstances under which our legal insurance will come into play. Please read the terms and conditions of this in your membership pack that our Recruiter will have left with you. If you think you have a claim please call 01253 336026. However, you will need to have spoken to the legal team first (as above) to ensure that it is case that we could pursue.

Tax investigation – what do you do? As soon as you get notification of a Tax Investigation call 0845 0727 727 (the same as the legal number) and tell them you have an investigation notice - make this the first thing that you do. Our Tax advisors will talk you through the rest. Again have your membership number handy.

How do I get help with member services or make a complaint? Contact our Customer Services Team on 0808 20 20 888 option 4

What is happening in my area?

Go to www.fsb.org.uk/122 for all events, campaigns & local contact details or simply contact the Regional Organiser who will be pleased to talk to you or email you some information. Also look out for the FSB magazines that are full of local information.

Do I get invited to FSB events? Ensure that we have your correct contact details by visiting the Online Directory. (See earlier in this How To Page). Visit www.fsb.org.uk/103 All our events and bookings forms can be found here and you can download booking forms, get maps and full details or simply give us a call.

How do I start a campaign? Email, fax or write to our Regional Organiser with details of your issue. Better still come along to your local committee meeting (details for each branch are on the website) and raise it in person. Alternatively the contact details of the officers of your local branch are also on the website so you could always give one of them a call to talk it over first. And don't worry, just because you raise an idea or issue doesn't mean that we will then make you do all the work but we would be delighted if you wanted to be involved.

How do I get more involved? Go to www.fsb.org.uk/103 and click on the "**Get More Involved**" icon at the head of the page. This will take you through the basic information that you need to know and the opportunity to apply to take on a more active role. Don't worry this isn't a full time job or a lot of "Donkey Work". In fact it is rewarding and helps to get you noticed. As much as you can and want to do. Why not have a look to see if it will suit you. **The Internet** And one last one – we know that we rely heavily on technology these days but if you have a problem with it please do not feel excluded or discriminated against. Just give the Regional Organiser a call and talk it through as we are always willing to print and post if absolutely necessary.