

## *Families First* renewal FAQs

**Q: I'm a member but don't currently subscribe - how can I do this? (OR – I have members in my branch/diocese who would like to subscribe but don't currently receive FF)**

A: Blank forms are being sent to *Families First* coordinators by the end of August and will be distributed to the branches. You can also receive a blank form by calling our office and we will email or post it to you.

**Q: I currently have a *Families First* subscription but am not a Mothers' Union member. Can I renew?**

A: Subscriptions will be available to Friends and Members only.

You can become a Member or Friend of the global Mothers' Union and save £10 off the cost of the annual subscription for your first year at only £20 (usual price £30). This price also entitles you to:

- A welcome pack on joining, including a membership or friendship card, badge and diary (worth over £7 if bought separately!)
- Frequent communications as well as your *Families First* and *Families Worldwide*, as well as exclusive access to member-only groups, resources and events

Current subscribers who are not members have been sent forms to enable them to sign up to become members or friends of Mothers' Union. Blank membership forms can be obtained from the publications team/central services.

**Q: I currently buy single or multiple issues for my branch/diocese/church. Will this still be possible?**

A: You will not be able to order multiple subscriptions to *Families First* from 2019 but additional copies of each issue will be available to purchase online at [www.mothersunion.org/familiesfirst](http://www.mothersunion.org/familiesfirst) or by calling the *Families First* team on 020 7222 5533.

**Q: I currently buy my friend/mother/daughter a gift subscription. Will this still be possible?**

*IF THE RECIPIENT OF YOUR GIFT IS NOT A MEMBER:*

A: No – you will no longer be able to buy a standalone subscription, as *Families First* is now only available to Friends and Members of Mothers' Union.

You can however buy a membership or friendship as a gift for someone. The gift recipient will have received a form with full details of how to join – or the donor can call the membership team on 020 7222 5533 and quote "FFOFFER20" to purchase a gift membership or friendship for them for £20 rather than the usual £30 in the first year.

*IF THE RECIPIENT OF YOUR GIFT IS A MEMBER:*

A: Sadly we can no longer process gift subscriptions between members. We hope that at £10 it is affordable for almost everyone. Please do call the team if you have specific concerns.

**Q: Can I renew over the phone?**

A: The only way to renew or start a new subscription for *Families First* in 2019 is via the form. We have sent these out to over 15,000 individuals and the process is semi-automated. Unfortunately we cannot take payments over the phone or accept subscriptions that are sent in without the official form.