

Steps to Cancel Membership or Add-Ons:

- Go to www.ymcabr.org
- Select Login
 - If you do not know your password, please select "Forgot password." Enter your email address then click Continue. This will send a password reset link to the email address you provide.
 - If this is your first time logging in or you do not remember the email address linked to your account, click "Search for my Account" under Account help.
 - If neither option works, please email customerservice@ymcabr.org
- LAPTOP OR DESKTOP: Select the Account drop down (located at the top right under your name)

Hello, Sally Seashell
Account ▾

- MOBILE DEVICE: Select the three bars (located at the top right)



- Select "Activities"
- Scroll **past the Filters** and select "Billing" (located to the right of your membership type)

Member Name	Product	Billing	Dates	Branch	Due Now	Credit	Due in Future
[REDACTED]	Adult (25-64)	Billing	03/01/23 - 12/31/99	Paula G. Manship YMCA	0.00	0.00	45.60

- Select the grey Cancel button
- Cancel Adult (25-64)
- Select a Reason
 - Select Submit
 - Select a confirmation choice
 - "Keep my membership" (Membership and/or membership add-on(s) remains active)
 - "Cancel my membership" (Membership and/or membership add-on(s) will terminate at the end of the current billing cycle. A confirmation email will be sent to the primary email address on file)

*When a membership is cancelled, any membership add-on(s) will automatically be cancelled with it.

** Any Current Due balance will remain on the account after cancellation. You are responsible for this balance and can pay online by going to Account > Make a Payment.