

Annual Retention Incentive:

*Virtual Chapters are currently not eligible to receive the retention incentive

- **\$150** retention incentive awarded to each geographic chapter that retains **90 percent** or more of their membership (comparing membership number in the CM on January 1st of 2020 to that in the CM on December 31, 2020), as determined by national MOAA.
- Membership must be documented in the CM by December 31.
- Chapters are not penalized for members who die or move out of the chapter's catchment area. However, so that the members may be removed from your roster, deaths should be reported to MOAA using one of these three methods:
 - (1) [TAPS form](#)
 - (2) Email the Member Service Center (MSC) at MSC@moaa.org
 - (3) Call the MSC at (800) 234-6622
- Members who move away and are no longer a chapter member must report their new address to MOAA before CM administrator removes them from the roster. Or, if the chapter has the new address, they should call the MSC and report it. After the MSC has verified the change has been made, the chapter can remove this member from the roster.
- Payment is made by EFT to the chapter in January of the following year.