



9400 DOUBLE DIAMOND PARKWAY
RENO, NV 89521
PHONE: (775) 851-7171 FAX: (775) 851-3908

TO OUR MEMBERS
PROCEDURE FOR PLACING A FREEZE ON YOUR MEMBERSHIP

Due to personal and/or medical reasons or military service, you may wish to place a freeze on your membership at Double Diamond Athletic Club (DDAC).

A personal freeze will allow you to suspend a membership for a maximum of three months within a 12-month period for a fee of \$15.00 per month per membership. In order to activate a personal freeze you must submit written notice to ABC Financial and pay the appropriate fee prior to the date you wish to freeze your membership. Notice and payment must be received by ABC Financial for the freeze to take effect. Delivery of notice and payment to ABC Financial is the sole responsibility of member and should be confirmed by member. Multiple memberships may be placed on personal freeze as long as the individual members are specified and the appropriate fee is paid.

A medical freeze may be placed on a membership at no charge for a period of time not to exceed the stated length of the membership. However, a physician must evidence the reason for the freeze in writing. Notice must be received by ABC Financial for the medical freeze to take effect. Delivery of notice is the sole responsibility of member and should be confirmed by member.

A military freeze may be placed on a membership at no charge for a period of time not to exceed the stated length of the membership. A copy of your orders must be submitted as written notice for the freeze. Notice must be received by ABC Financial for the military freeze to take effect. Delivery of notice is the sole responsibility of member and should be confirmed by member.

Written notice may be in the form of a letter, fax or e-mail.

Be sure to reference Double Diamond Athletic Club - #4471

Letters may be mailed to: ABC Financial
Attn: Member Services
P.O. Box 6800
Sherwood, AR 72124

Faxes may be sent to: (501) 992-0802
Attention: Member Services

E-mail may be sent to: memberservices@abcfinancial.com

ABC Financial can also be reached by phone Monday – Thursday 5:00 am to 6:00 pm and Friday – Saturday 5:00 am to 2:00 pm at (888) 827-9262.

It is your responsibility to verify that the freeze notice and appropriate payment has been received by ABC Financial. *Freezes will not be backdated if you fail to submit the necessary paperwork in a timely manner.*