

## **New way of invoicing and collecting the annual contribution 2020**

In May 2020, we used a new invoicing system to collect the 2020 annual contribution. In doing so, we used the data entered by the registrant in our registration system. For various reasons, the invoicing or the collection of the annual contribution did not (completely) go well for a number of registrants. In the vast majority of cases this did go well, but implementing a new system always leads to teething problems, which is also the case with us. Of course, we regret this, but we will do everything in our power to solve this carefully in the coming months. During this period, we will not deregister anyone who has been unable to pay due to the implementation of the new system.

Below we have included the answers to the most frequently asked questions. If your question is not answered with the information below, please fill in the [contact form](#). We will do our best to respond as soon as possible.

### **MESSAGE FROM ING BANK THAT THE DIRECT DEBIT FROM THE ARCHITECTS REGISTER CAN'T BE PROCESSED**

You can ignore this message. Due to a communication problem between (our) ABN Bank and ING, we will have to offer part of the list with direct debit transactions again. We will do this in the coming weeks.

### **LOGGING IN TO YOUR ACCOUNT**

A number of people did not succeed in logging in to the system. Your username is your registration number at the Architects Register. It is important to enter this registration number including the dots. You will find your registration number on the website if you search for yourself under 'search an architect'. You will then be asked for a new password. This will be sent to you by email. Please note that it may take a while before you receive it and it's possible that this email ends up in your spam or junk. Your login window with the new password is limited to one hour for security reasons. If you do not log in within the hour, you will have to request a new password.

### **CORRECT EMAIL ADDRESS**

It is possible that you have never registered with an email address or that you are registered with an outdated email address. This means that you cannot log in to your account, because we cannot email you a password. We would like to ask you to use the [contact form](#) and to fill in under 'question or complaint' the following: 'missing / incorrect email address'. We will then contact you as soon as possible and email you the invoice for the annual contribution.

### **CORRECT BANK ACCOUNT NUMBER**

It's possible that the bank account number in your account at the Architects Register is incorrect or outdated. This means that payment by direct debit will fail. We would like to ask you to adjust the bank account number in your [account](#) at the Architects Register.

### **DIRECT DEBIT**

If you log in to your account at the Architects Register, you can indicate that you want to pay by direct debit. Please check immediately if the bank account number is correct. Please

note that you can only enter your own bank account number for direct debit. If your employer or someone else pays your annual contribution, you cannot pay by direct debit. If you make changes to the direct debit now, these will have an effect on the collection of future annual contributions, not on the collection of the 2020 contribution.

In some cases, payment by direct debit turned out to be impossible. There may be several reasons for this. You will receive further notice from us if necessary.

### **TWO OR MORE REGISTRATIONS**

You may have more than one registration at the Architects Register. Some invoices incorrectly state a second title other than the one you're actually registered with. It's also possible that the third title with which you are registered is not stated on the invoice. This is an error on the invoice, not in the register itself. We regret this error and will contact you if necessary.