

# Una Membership

Our Member Experience Team is here to help.



## Welcome to the Una Family!

Taking care of our members is our top priority and our goal is to empower you through comprehensive savings solutions and superior service.

Our Member Experience Team is dedicated to providing you with ongoing support and ensuring you're taking full advantage of the benefits Una has to offer.

## Customer Service Contacts

### Una Member Experience Team

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Learn more at [una.com](https://una.com)

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## Frequently Asked Questions

### **If I need assistance with a supplier I'm already connected to through Una, who do I get in contact with?**

If you have an existing account manager through that supplier, they will be your best resource. However, if you don't know who your account manager is, or you can't reach them, please contact your Una Member Experience team for assistance.

### **How do I make changes to my account such as my phone number, email address or updating/adding a "ship to" address?**

If you are an existing member and need to update your information, please send your updated information to the Una Member Experience team at [support@una.com](mailto:support@una.com).

### **What is the process of getting connected to another supplier?**

Contact your Member Experience team and they will get you taken care of. If you already know which supplier you're wanting to get connected to, please mention that information during your call or email.

If you don't know, or just know the category you're needing, the Member Experience team can work to find what you're looking for and let you know if it's available through Una.

### **What do I do if I don't see the discounts/reduced pricing after being connected to an Una supplier?**

If you are not seeing the discounts, please refer to the suppliers page on the Una Resource Center. If there are no instructions on how to test your rates, please contact the Una Member Experience team.

Please note, Una will probably need to see your latest invoice or a screenshot that shows no discount so they know how to best proceed with getting the issue resolved.

### **How do I stay notified when Una adds a new supplier to their portfolio?**

If you are not already receiving Una's newsletters and weekly emails, please let us know and we'd be happy to get you set up with those updates. That is the easiest way to stay informed.

You are also welcome to follow Una on our social media pages to get the updated information on what's going on at Una, and to see additional resources. Follow us on [LinkedIn](#) and [Facebook](#).

