

# AARP Membership Validation, Join, Renew & Payment Guide

# AARP Membership Verification

This document will guide you through the steps required to verify AARP Membership and steps to Join/Renew your existing AARP memberships.

## 1. Verifying Existing AARP Membership

There are two search options to verify a customer's AARP membership:

- a) Search using AARP membership number
- b) Search by Contact Information: First Name, Last Name, Zip Code, Date of Birth

The figure displays two screenshots of the AARP Membership Verification search interface. The left screenshot shows the 'By Membership Number' search option selected, with a text input field for 'Membership #' and a red 'SEARCH' button. The right screenshot shows the 'By Contact Information' search option selected, with input fields for 'First Name', 'Last Name', 'Zip Code', and 'Date Of Birth' (with a calendar icon and '(mm/dd/yyyy)' format), and a red 'SEARCH' button. Both screenshots have a title 'Verify AARP Membership' and an 'OR' separator between the two search methods.

Figure 1 Member Search by AARP Membership Number

Once you enter the membership number and click on the SEARCH button, you will see the screenshot shown in figure 2 displaying the following information in a pop-up.

1. Name (First Name and Last Name)
2. Address (City, State, Zip)
3. AARP Membership#
4. AARP Medicare Number
5. Membership Expiry Date
6. Date of Birth

If there is a single record that match the search parameter, it will display that record as shown in Figure 2.

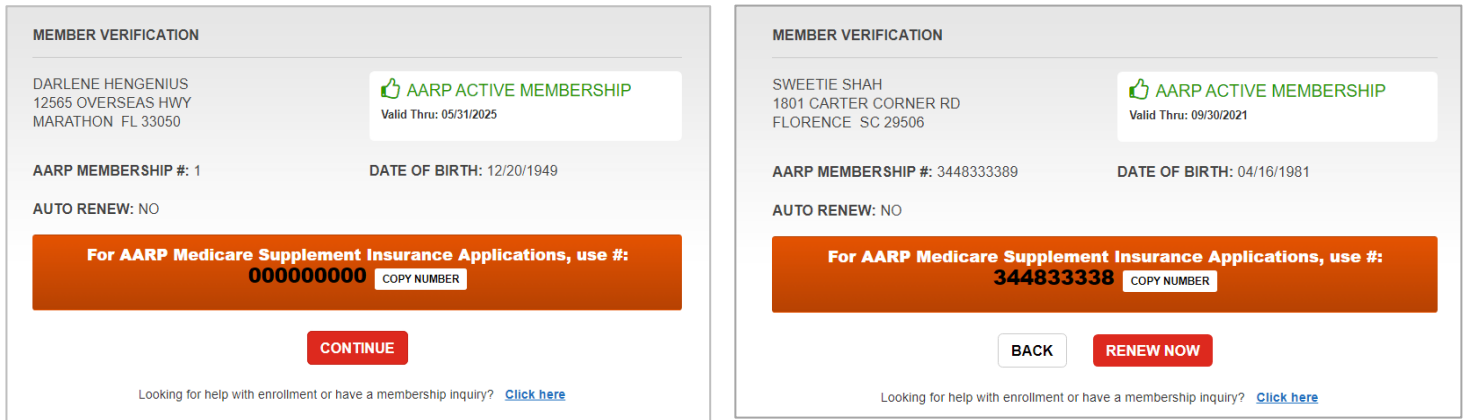


Figure 2 Membership Search Single Result

If there are multiple records that match the search parameter, it will display records as shown in Figure 3. The name searched appears at the top for reference.

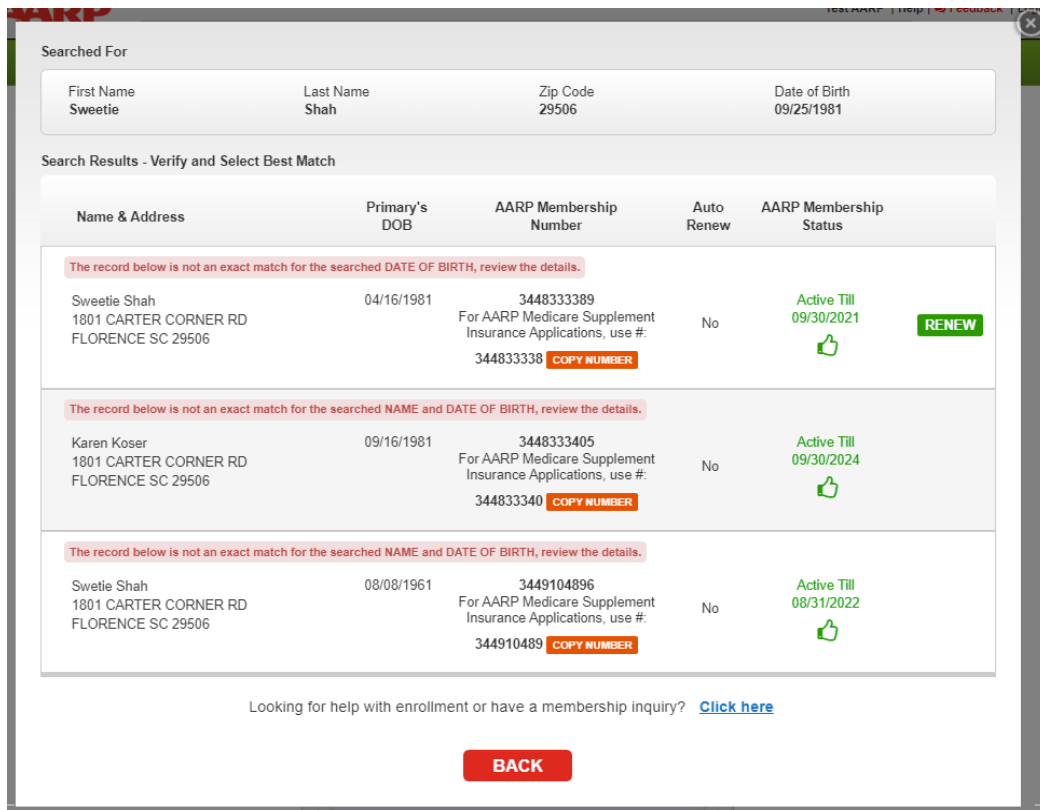


Figure 2 Membership Search Multiple Result

**Note:** If client's AARP membership is within 6 months of expiration, you would see the Member Verification Screen with a Renew Now button. Clicking the Renew Now button, will navigate them to the AARP Membership Application form and all the Member Details would be pre-populated.

## 1. Signing up a New AARP Member

Clicking the **SIGN UP A NEW MEMBER** button on the **Home page** will take you to the AARP Membership Enrollment page.

### Verify AARP Membership

The screenshot displays a search interface for verifying AARP membership. It features a dropdown menu currently set to "By Membership Number". Below this, there is a label "Membership Number\*" followed by a text input field containing the placeholder "Membership #". To the right of the input field is a red "SEARCH" button. Below the search section, the word "OR" is centered. Underneath, there is a dropdown menu currently set to "By Contact Information". At the bottom of the form area is a large red button with the text "SIGN UP A NEW MEMBER" in white capital letters.

Fig 2 Sign Up A New Member on AARP Home Page.

Once you click the “Sign UP A NEW MEMBER” button you will be displayed with the AARP Membership Application form. Fill in the required details and click the “Billing and Payment” button to go to the next step.

**MEMBERSHIP APPLICATION**

**STEP 1: MEMBER INFORMATION - JOIN**

**MEMBERSHIP**  
Select your client's AARP membership choice

<input type="radio"/> 5 years	\$63.00	\$12.60/year
<input type="radio"/> 3 years	\$43.00	\$14.33/year
<input type="radio"/> 1 year	\$16.00	\$16.00/year
<input type="radio"/> 1 year Automatic Renewal (\$12 first year - Save 25%)		

**Handy hint:**

1. Select the Membership Year.
2. Enter Member information
3. Add Spouse/ Partner details if applicable
4. Click Billing and Payment button to go to the next step.

Please enter the following information as it should appear on the AARP membership card.

**First Name\***  **Last Name\***

**Address\***

**Address 2**

**City\***  **State\***  **Zip Code\***

**Phone Number\***  **Email**  **Date of Birth**

**FOR FREE SECOND MEMBERSHIP**

**Spouse/Partner First Name**  **Spouse/Partner Last Name**

**Spouse/Partner Email**  **Spouse/Partner Date of Birth**

**NEXT STEP : BILLING & PAYMENT >**

Figure 2.1: AARP Membership Application

If the user has selected 1 year automatic renewal, they need to read out the terms and conditions to the member and if the member has agreed they can select the check box and click the Continue button.

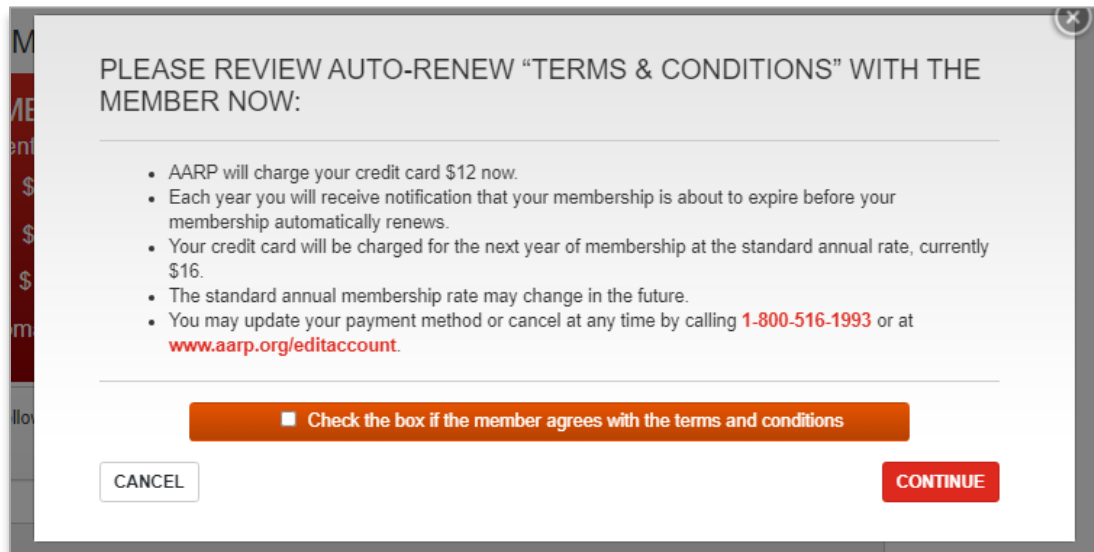


Figure 2.2: 1 Year Automatic Renewal Pop-up

- Once the user clicks the Continue button they will be redirected to the **Billing and Payment** page.
- Select the Payment Method - Credit Card or Bank Account for Checking or Savings account payments.
- Select Billing Information is the same as my application information” if your billing address is same as the address mentioned in the AARP Membership Application form.

MEMBERSHIP APPLICATION

STEP 1: MEMBER INFORMATION [Modify](#)

**STEP 2: BILLING & PAYMENT**

### BILLING

Please enter the following information as it appears on the credit card billing statement.

Billing information is the same as my application information.

First Name\*

Last Name\*

Address\*

Address Line 2

City\*  State\*  Zip Code\*

### PAYMENT METHOD

Credit Card  Bank Account

Credit Card #

Expiration  MM  YYYY

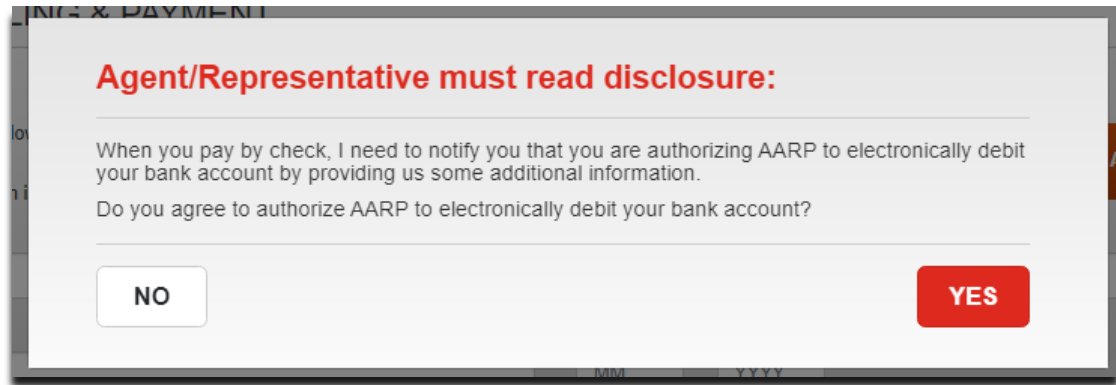
CV #  123

Security provided by CyberSource®

[← BACK](#) [SUBMIT APPLICATION](#)

Figure 2.4: Payment by Credit Card

If the user selects “Bank Account” they will be displayed with a disclosure as shown below:



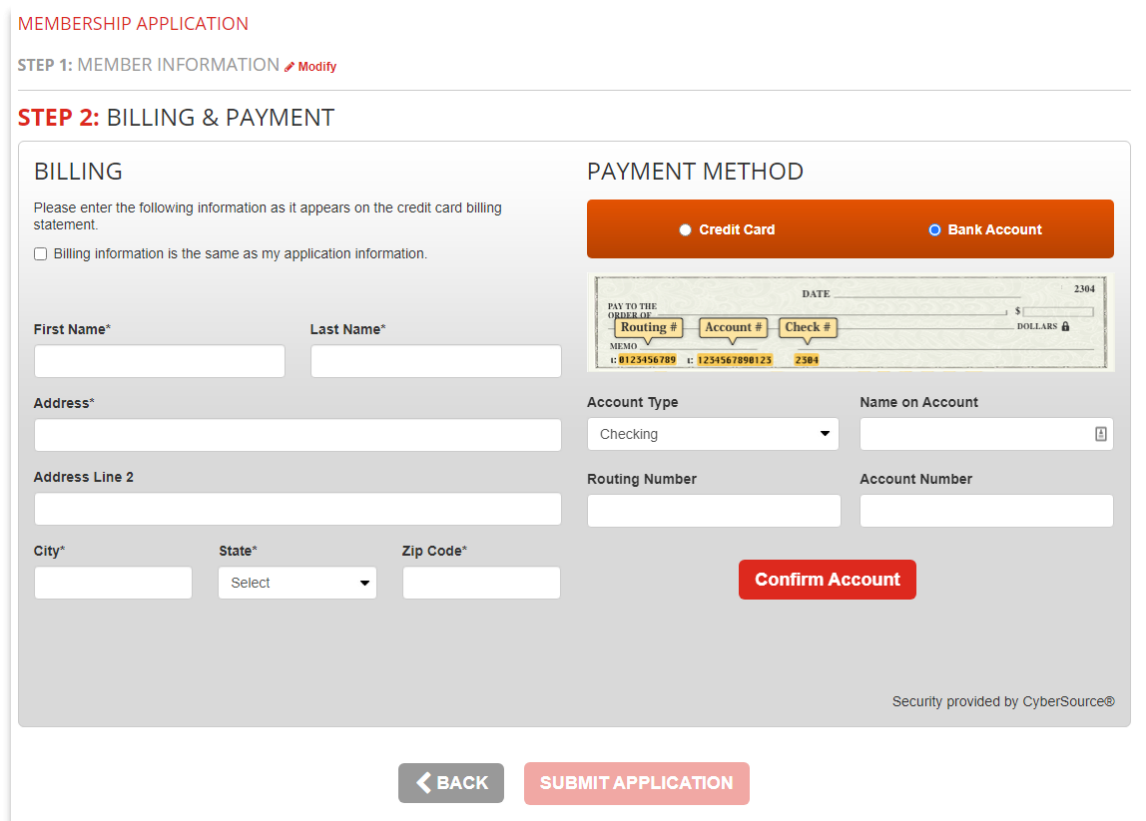
**Agent/Representative must read disclosure:**

When you pay by check, I need to notify you that you are authorizing AARP to electronically debit your bank account by providing us some additional information.

Do you agree to authorize AARP to electronically debit your bank account?

Figure 2.5: Bank Account Disclosure

- Enter your Bank Routing Number, Bank Account Number. Select Account Type from the dropdown (Checking or Savings)
- Complete the form and click the “SUBMIT APPLICATION” button.



MEMBERSHIP APPLICATION

STEP 1: MEMBER INFORMATION [Modify](#)

**STEP 2: BILLING & PAYMENT**

**BILLING**

Please enter the following information as it appears on the credit card billing statement.

Billing information is the same as my application information.

First Name\*  Last Name\*


Address\*

Address Line 2

City\*  State\*  Zip Code\*

**PAYMENT METHOD**

Credit Card  Bank Account



Account Type  Name on Account

Routing Number  Account Number

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Figure 2.6: Billing and Payment

After successfully completing your application, you will see the AARP Membership Confirmation screen as shown below. The confirmation screen will provide you the following options:

- a. **AARP Membership Number**
  - Displays your AARP membership number detail.
- b. **Email Temporary Membership Card**
  - To receive a copy of your temporary membership card, enter your email address.
- c. **Print Temporary Membership Card**
  - To print your temporary membership card, click on the print your temporary membership card button.
- d. **AARP Member Benefit**
  - To know more about all the benefits and discounts, click download your AARP Member Benefit Guide button.
- e. **AARP Now App**
  - To know more about AARP local news, events, and deal, click on the AARP Now App button.

## MEMBERSHIP APPLICATION

### STEP 1: MEMBER INFORMATION

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### STEP 2: BILLING & PAYMENT


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### STEP 3: CONFIRMATION

## Congratulations for joining!

**AARP MEMBERSHIP NUMBER: 3449112535**

For AARP Medicare Supplement Insurance applications, use #:  
**344911253** COPY NUMBER



Please share the membership number with the customer for easy reference and/or email a temporary membership card and benefits guide. The AARP membership kit and permanent card arrives in 3 - 4 weeks.

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### Email Temporary Membership Card

**SEND**

**Send Membership Benefits**

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The Member can get a head start digitally by downloading the free **AARP NOW APP**

Figure: 2.7: ARP Membership Confirmation Screen