Requirements for FAQ update for memberships – v1

Mockup: https://drive.google.com/open?id=18320B-CwJ7\_q41gYP1vbYPcw3s\_hKGcg

1. Add lines to separate content. This should be the same line and spacing as on the home page.
2. Add a “General” section header, centered on the page.
3. Add a “Memberships” section header, centered on the page.
4. “I’m already listed with other job sites. Why should I join GigX?” question - Change the final sentence in the answer to the following:
   1. “You only pay for an ongoing membership, nothing more.”
5. “Besides the annual membership fee, does GigX charge anything when I get hired for fractional roles?” - Change the question to the following:
   1. “Besides the membership fee, does GigX charge anything when I get hired for fractional roles?
6. Add the following content under the “Memberships” header:

I purchased my membership before the tiers were introduced. How does this impact me?

If you joined with a paid membership before the membership tiers were created, you will be grandfathered in at the Gold level for the remainder of your membership term.

If I buy the limited-time offer for the Gold level membership, how long do I receive the discounted price?

The discounted Gold membership price will remain in effect for 12 months, after which the price will return to the current tier pricing in effect at that time.

Can I pay for an annual subscription instead of monthly? If so, do I get a discount?

Yes and yes! If you choose to pay annually you will receive 12 months of membership for the price of 10 months.

I want to include more than one job title in my profile. What are my options?

You can include multiple titles by choosing the Gold or Platinum membership levels, which include up to 8 titles.

If I join at the free Bronze tier and then want to add a job title, what can I do?

The Bronze level includes one job title. Upgrading to the Gold or Platinum levels will allow you to add up to 7 additional titles.

I joined at the Bronze tier. How can I upgrade to Silver, Gold or Platinum?

You can upgrade your membership at any time by going to your profile and clicking on the “UPGRADE MEMBERSHIP” button. Upgraded memberships will take effect immediately and you will be charged a prorated amount for the remainder of your current membership term.

What if I want to downgrade my membership?

You can downgrade their membership at any time by going to your profile and clicking on “Edit Profile” to choose a lower membership tier. Your current membership tier will remain in effect until the end of your current membership term and will convert to the new tier at the time of renewal.

How do I get started building my profile with help from GigX with a Platinum membership?

Once you become a Platinum Member, our Customer Success team will reach out to you to discuss next steps. Your GigX Concierge will partner with you to provide assistance and guidance with all elements of your profile, such as your visual presence (profile photos & video), keywords, copywriting & editing, social channels, suitable titles, the inclusion of resume and professional documents (white papers, case studies, etc), and more, to create the best presentation to prospective employers.

What happens to my profile if I don’t renew my membership?

If you choose not to renew a paid membership, your membership will be converted to Bronze automatically at the end of your current term. Your Profile will remain visible in the directory but will only display the information included with the Bronze membership.