

## Frequently Asked Questions

### Events

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**I cannot register for an event. What should I do?** To resolve immediately, please call ULI Customer Service at **800.321.5011** or email at [customerservice@uli.org](mailto:customerservice@uli.org).

**I'm having trouble registering for a District Council event the day of an event?** Event registration closes 24-hours prior to ULI Baltimore programs dates. Special programming, such as the Annual WaveMaker Awards, closes 48-hours before the program date. *You may be processed as an onsite registration and may be subject to a higher registration fee.* Please contact your local District Council staff member to find out if onsite registration is accepted for the event.

**I cannot register multiple guests for an event? How can I register everyone at one time?** To resolve immediately, please call ULI Customer Service at **800.321.5011** or email at [customerservice@uli.org](mailto:customerservice@uli.org).

**My nametag is incorrect or missing a ribbon. What should I do?** Please find your District Council event staff to have your nametag corrected.

**I thought I registered for this event, but I do not see my nametag.** All registrants receive an email confirmation after your event registration is complete. Please show your email confirmation to your local District Council event staff to create a nametag onsite and confirm your prior registration.

**I recently registered for an event and need a receipt of payment? How do I obtain a copy?** To resolve immediately, please call ULI Customer Service at **800.321.5011** or email at [customerservice@uli.org](mailto:customerservice@uli.org).

# Membership

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**Do I have an option to join at the local level?** ULI membership is global. When you join ULI, you can participate as a member at the local, national, and international levels.

**My ULI Profile Information is incorrect. How do I correct the information?** Yes. Simply update your profile in [my.uli.org](https://my.uli.org) with your new contact details or contact Customer Service at **800.321.5011** or email at [customerservice@uli.org](mailto:customerservice@uli.org).

**When I change locations (city, state, country), does my membership go with me?** Yes. Simply update your profile in [my.uli.org](https://my.uli.org) with your new contact details.

**If I join, can anyone in the company use the benefits of my membership?** ULI membership is held by an individual. You must be a member yourself to receive the benefits of membership or contact your local District Council Staff for approval.

**Can my membership be transferred to another individual in the company?** The only transferable memberships are those that are a part of the [Public Agency](#) or [Sustaining](#) memberships.

**How can I change my membership level?** E-mail [membership@uli.org](mailto:membership@uli.org). Or, call ULI Customer Service: in the U.S., **1-800-321-5011**; in Europe, **+44 20 7487 9577**; in Asia, **+852 3757 9695**; or in all other regions, **+1 410 626 7500**.

**When is my annual payment due?** Your annual payment is due by the last day of the month of your membership anniversary date.

**How do I know when my payment is due?** You will be contacted several times by ULI Customer Service as you approach your payment due date via a variety of media, including e-mails, printed invoices, and phone calls. Although most contact is generated by our office in Washington, D.C., your local ULI group may also contact you when it is time to pay your annual membership dues.

**How do I request my annual membership invoice?** To receive a copy of your annual membership invoice, e-mail your request to [membership@uli.org](mailto:membership@uli.org) or call ULI Customer Service: in the U.S., **1-800-321-5011**; in Europe, **+44 20 7487 9577**; or in all other regions, **+1 410 626 7500**.

**I need to update my membership profile because I recently moved, changed companies, or have new contact information. How do I update my member profile?** Yes. Update your profile in [my.uli.org](http://my.uli.org) with your new contact details or contact Customer Service at **800.321.5011** or email at [customerservice@uli.org](mailto:customerservice@uli.org).

**My password is not working when I try to log-in to my profile on the ULI website. What should I do?** You can reset your password on the log-in page. If this does not work, please call ULI Customer Service at **800.321.5011**.

## Communications

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**How do I change my e-mail subscription preferences from ULI?**

If you would like to receive more or less e-mail from ULI, please visit [my.uli.org](http://my.uli.org) to update your settings, or simply unsubscribe from the type of e-mail you do not wish to receive.

**Why am I not receiving ULI Baltimore emails?** Please check your spam folder and contact your organization's IT department. Please contact ULI Customer service at **800.321.5011** or email at [customerservice@uli.org](mailto:customerservice@uli.org) to be added to the email distribution list.

## Sponsorship

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**My company's sponsorship information has changed or is incorrect on the website/District Council publication. How do I correct the information?** Please contact your local District Council staff to have the information corrected.

**My company is an Annual ULI Baltimore Sponsor. Do we receive complimentary registrations for events?** Yes! Your benefits are based on your sponsorship level. Please refer to the [ULI Baltimore Sponsorship package](#) for more information. If you have any questions, please contact your local District Council staff.

*If you have additional questions or concerns, please contact your local Baltimore Staff.*