

DEFENDANT'S  
EXHIBIT

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## What is BoatUS?

BoatUS is an acronym Boat Owners Association of The United States. BoatUS is a Membership association, with over half a million Members, that has been providing service, savings, and representation for recreational boat owners nationwide since 1966. BoatUS is the nation's most powerful advocate for advancing the interests of boaters and the single source to meet all boaters' needs.

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## How do I join?

To join, call the Membership Department (800-395-2628), fill out the join application by [clicking here](#), or send in \$24 (plus additional towing service if desired) to 880 S. Pickett St. Alexandria VA 22304.

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## What savings and service benefits do BoatUS Members receive?

Members enjoy over 25 benefits including discounts at boating businesses, savings with national partners, and rewards at West Marine. Members also have access to a number of service benefits like on water towing services (\$50 included with basic Membership), roadside assistance, marine insurance, and boat financing. Other benefits include representation on Capitol Hill, and a subscription to *BoatUS Magazine* (6 issues included). For a full list of service and savings benefits, visit [BoatUS.com/benefits](http://BoatUS.com/benefits).

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## What information do I need to provide to join?

To join BoatUS, [click here](#), call the Membership Department (800-395-2628), or send in \$24 (plus additional towing service if desired) to 880 S. Pickett St. Alexandria VA 22304. The only information we require from you is your contact information: name, mailing address, phone, and email address. We also ask for the year, make and model of your primary boat; but this information is not required. We do not need boat registration numbers, etc.



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## How do I renew?

To renew, call the Membership Department (800-395-2628), fill out the renewal application by [clicking here](#), or send your renewal bill to 880 S. Pickett St. Alexandria, VA 22304.

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## Do you offer Auto Bill Pay? How do I update my info once I've signed up for Auto Bill Pay?

Yes, you can sign up and authorize your credit card to be charged each year. You will be automatically opted-in for auto-bill pay when you [join](#), [renew](#), or [upgrade](#) your Membership, Towing and Foundation online. You can also enroll by visiting [my.boatus.com](#), the Members-only site. After registering, if you are a first time visitor, click on "Auto Renew of CC" under "Manage Your Content" on the left hand side. You can then enroll, make changes or cancel as needed. Once enrolled, you will receive an email each year prior to billing and a confirmation after your credit card is charged. If you prefer you can also update your credit card payment information, make changes to your Membership Dues, Towing Services (if applicable), and Foundation donation after signing up or cancel your participation by calling 800-395-2628.

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## When will I receive my BoatUS Membership card? Can I print a copy?

If you join, renew or upgrade service online you will automatically receive a digital card and confirmation. Personalized cards and key tags will also arrive in the mail in 10-15 business days. Besides calling for a tow with the [BoatUS Smart Phone Towing App](#), you can also access a digital card by downloading the app or by visiting the Members-only site [my.BoatUS.com](#).

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## What is a BoatUS eMember?

An eMember, is a BoatUS Member who chooses to receive all BoatUS correspondence (BoatUS Magazine, renewals, etc.) through their email, instead of through postal mail. You will still receive a yearly Membership card and welcome/renewal kit in the mail. You can sign up to be a BoatUS eMember by [clicking here](#).



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## What is my BoatUS Member number?

Visit [this page](#) to retrieve your Member number.

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## How long does my BoatUS Membership last?

A BoatUS Membership is an annual Membership, not seasonal! i.e. If you join in March, your Membership is valid until the last day of the following March

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## Can I have more than one name on my BoatUS Membership?

Yes, you can add the name of an immediate family member residing in the same household. A Membership card will be sent in both names to the primary Member.

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## Do I need a different Membership for each boat or PWC I own?

No, your Membership and towing services follow you on any boat you own, borrow, or charter. If you own more than one boat, you do not need to register each boat with your Membership. They are automatically covered up to your towing service level.

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## I own a boat with several people; can we have a BoatUS Membership in the boat's name?

No, BoatUS Memberships are only issued in the boat owner's name, not a boat's name or a business name.



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## I am missing West Advantage Gold Rewards Certificates. What should I do? How many have I earned?

West Marine tracks, prints and issues all West Advantage Gold Rewards Certificates. Please Call 1-800-BOATING and choose option 3 to speak with the West Marine Customer Service team.

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## I am a BoatUS Member, why can't I login to Member-Only areas of the website (my.BoatUS.com)?

All BoatUS Members must first register for [My.BoatUS.com](#), before attempting to log in for the first time. For further assistance in creating a My.BoatUS.com account, please visit the [help page](#).

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## I've moved changed my phone number and/or email address. How do I update my account?

Visit our [Update Your Information page](#).

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## My question is not here. How can I get more information?

Call the Membership Department at 800-395-2628, or send us an email at [Membership@BoatUS.com](mailto:Membership@BoatUS.com).





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