



TO: All FAMA Members

To improve delivery and member access to all FAMA member communications, we have added a folder named Communications to the secured section of the FAMA website, the Vault. Going forward all Member Notices released via email will also be posted in this folder.

To access the Vault of the FAMA website, you must have a username and password. If you do not have a username and password to access the Vault, please contact your company's FAMA website member listing administrator. If you do not know who your administrator is, please email info@fama.org.

FAMA Website Administrators have the ability to manage your membership listing, company contacts, and website access for your company representatives. Please be sure to review and maintain your member contacts on a regular basis.

Administrators also have the ability to post featured products, press releases, and employment opportunities. Click [here](#) to review the website opportunities provided with your FAMA membership.

To help FAMA communicate more effectively, please complete the Key Contact section at the bottom of your Company Profile. The Key Contact information is not open to the general public or to other FAMA members, it will be used strictly by FAMA management.

Contact information is needed by FAMA for the following organizational roles:

| | |
|------------------|---------------------|
| Accounts Payable | Trade Show Surveys |
| Marketing | Government Sales |
| Member Surveys | Statistics Reporter |

To locate and edit your Company's Member Listing please follow these steps:

- Log in with your username (email address) and password. Once logged in, you should see your name on the left side of the page in orange type.
- Under the Company Administrator option list below your name, click on Edit Company Profile.
- Verify all your current company profile details are accurate and complete the Key Contacts section.
- Click [here](#) to download the FAMA Website Administrator Instructions.

It is essential to the health of the association that FAMA maintain communications with our member representatives, thus we must maintain an accurate list of members and

their contact information. Please be sure to notify info@fama.org of any company, contact information or email address changes.

FAMA's primary means of maintaining communications with our member company representatives is via emails developed and disseminated using Constant Contact. Due to the ever changing spam filters, FAMA or FAMA/FEMSA joint association email communications sometimes get blocked or suspended from delivery.

Please help FAMA ensure and maintain effective communications with you by requesting your IT department white-list the following two email addresses:

info@fama.org FAMA only communications are sent from info@fama.org

info@femsa.org FAMA/FEMSA joint association communications are sent from either info@femsa.org or info@fama.org

Provide the following weblink to your IT department or Internet Service Provider (ISP) in order to ensure you continue to receive FAMA and FAMA/FEMSA communications:

<https://knowledgebase.constantcontact.com/articles/KnowledgeBase/5287-what-should-i-do-if-my-contact-s-isp-or-spam-filter-is-blocking-constant-contact-mail?q=1773>

Or if you have the capability to personally manage and revise your email spam settings, please be sure your settings are to accept all FAMA and FEMSA emails.

Thank you for your help in maintaining FAMA's ability to effectively communicate with you.

Sonya Kelly
FAMA Business Manager



As a non-profit trade association, the members of FAMA are committed to enhancing the quality of the fire apparatus industry and emergency service community through the manufacture and sale of safe, efficient fire apparatus and equipment. With an overall goal of advancing and protecting the interests of the fire and emergency services community, FAMA members work closely with national and international organizations within the fire service. Members assist in the development of safety and performance standards, and programs for improving fire apparatus and equipment. FAMA also provides the fire and emergency services community with essential tools and information to help promote the need for newer and safer apparatus.

FAMA, P.O. Box 3065, Ocala, FL 34480

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Sent by info@fama.org in collaboration with

