Dear Colleague,

As president and president-elect of the Florida Dental Association (FDA), we are happy to provide you with the 2016-2017 FDA Member Benefits Guide. You will find an amazing array of information and benefits!

If you are a member, we hope you will take advantage of all your FDA has to offer. If you are not a member, we invite you to join your colleagues and keep your profession strong and united. Together, we can effect hope and change for our wonderful profession.

On these pages, you will find information about how the FDA, ADA and our district associations work together to give you maximum value for your dues dollar and offer the benefits you need to be a success.

The FDA, ADA and district associations exist for members. Without you, and your commitment to excellence, we would not be able to advocate for oral health on your behalf and for all Floridians.

Sincerely,

C. William D’Aiuto, DDS
President

Michael Eggnatz, DDS
President-elect

FLORIDA’S ADVOCATE FOR ORAL HEALTH
The Power of 3 underscores the mission of the ADA, the FDA and its district dental associations to “help all members succeed” by delivering programs, services and advocacy to maximize value and service on every level.

When you join organized dentistry, you become a member of three remarkable organizations — the American Dental Association (ADA), the Florida Dental Association (FDA), and your district dental association. The American Dental Association represents dentists throughout the country.

Founded in 1884 by 12 dentists, the Florida Dental Association is a professional membership organization with more than 7,000 members. Florida is its own district — the 17th Trustee District — in the ADA governing structure. The FDA also has its own representatives on the ADA Board of Trustees, councils and committees.

Florida has six district dental associations that represent the interests and activities of dentists in those areas. Each district association elects its own officers and conducts local meetings. These associations are comprised of affiliate (local) societies that have separate membership policies and programs, but typically work in conjunction with their district dental associations.
Thousands of members plus your voice equals major political clout in the halls of Tallahassee’s Capitol (and in Washington, D.C.). Because the Florida Dental Association (FDA) represents the majority of Florida’s dentists, our voice is taken seriously, making us Florida’s oral health authority.

FDAPAC and ADPAC
Dentistry’s state and federal political action committees ensure the association has a place at the table when lawmakers are debating legislation that affects dentistry. The FDA Political Action Committee (FDAPAC) Board of Directors works hard to identify and support dental-friendly candidates. The American Dental Political Action Committee (ADPAC) works to help elect pro-dental national candidates.

Legislative Action Center
This online platform connects you directly to lawmakers, while providing you with easy-to-use tools to advocate for dentistry’s position on hot-button legislative issues.

Capital Report and Legislative Video Updates
Capital Report, an email newsletter, is dedicated to legislative activities, bill progress and lobbying activities. Video updates and Capital Report arrive weekly during the legislative session — all to help keep you well informed.

Governmental Action Committee (GAC)
Meeting weekly during Florida’s legislative session, a committee of your peers is dedicated to developing strategies to address legislative issues that impact you, your patients and your practice.

Legislative Contact Dentists (LCD)
FDA members volunteer to be a contact dentist to educate legislators on FDA priorities and help them understand the impact legislation could have on the dental profession. These close relationships are vital to the success of the FDA’s legislative agenda.
Educating the public about the importance of regular dental care and the outstanding work dentists do to improve the oral health of Florida residents enhances the perception of dentistry. The FDA takes a proactive approach to public relations with an integrated communications campaign to raise awareness of the benefits and importance of choosing FDA dentists and maintaining consistent dental visits.

**Special Events**
*Florida Mission of Mercy, Give Kids a Smile* and other special events provide a unique opportunity for the FDA to educate the public and influence their oral health habits.

**Press Releases**
The FDA regularly distributes press releases about member accomplishments and issues related to oral health.

**Media Outreach**
Building relationships with the media is critical to the way dentistry is portrayed to the public, and the FDA works diligently to educate reporters about the profession.

**Digital Media**
The FDA uses social media to educate the public, media, lawmakers and health related organizations on the importance of oral health and its correlation with overall health. In 2016, an enhanced program used digital advertising and Facebook posts encouraging good dental care and choosing an FDA dentist.

**Alliance of the FDA (AFDA)**
The FDA’s organization for members’ spouses — AFDA members are advocates for professional dentistry and oral health. Committed to supporting the FDA, they participate in Dentists’ Day on the Hill and the FDA Foundation’s Florida Mission of Mercy.
District Dental Association Meetings
The six district dental associations that comprise the FDA host meetings throughout the year. Some events are designed for the whole dental team, and others are for members only. Contact your district dental association office to find out when your next meeting takes place. See page 19.

Today’s FDA
This bimonthly, award-winning publication keeps dentists informed of what’s happening in the profession, of the latest clinical practices and the trends that influence the way you’re practicing dentistry.

News Bites
Once a month, the FDA provides members with an e-newsletter with the latest news and information, plus opportunities for savings, benefits, services and programs from the FDA. Also, special bulletins arrive with important timely news.

FDA Blog: Beyond the Bite
The FDA’s official blog, Beyond the Bite is an opportunity to provide more in-depth resources, tips and best practices to help support members’ professional growth and success. FDA leaders, members, and staff share their insights, expertise and personal stories.

Social Media
Real-time communication allows members to connect with each other and to the FDA on social media. Keep up with dental issues, state dental events, volunteer opportunities and fun dental facts.

FDA Member Relations: 800.877.9922
For personalized service, the FDA staff are always just a phone call or email away. The FDA Membership Concierge, Christine Mortham, can help you take advantage of the many benefits designed to help you succeed. Contact Christine at 850.350.7136 or cmortham@floridakodontal.org.
Florida Dental Convention: FDC2017 ■ June 22-24, 2017

With three days of courses and nearly 350 exhibitors, plus social events and meetings — there’s something for everyone at the Florida Dental Convention in Orlando. FDA members receive free pre-registration and access to up to 18 hours of FREE CE. Find course and registration information at www.floridadentalconvention.com.

Keynotes!
Start your day with inspiring, high energy presentions from FDC2017 keynote speakers. FDA members and their teams may pre-register for these exciting courses for free.
- Thursday, June 22: Bruce Christopher
- Friday, June 23: Marvelless Mark
- Saturday, June 24: Don Yaeger

Socialize!
Come for the CE, stay for the fun! At FDC2017, fun is on the schedule every night. Take the opportunity to meet your colleagues in a casual atmosphere. The Membership Party on Friday night is legendary for a unique mix of fun and music. Get your dancin’ shoes on for The After Party on Friday night following the Membership Party.

ADA Find-a-Dentist Photo Booth
Back by popular demand! Stop by the FDA membership booth in the Exhibit Hall. Have your photo taken (at no cost) by the ADA photographer for your Find-a-Dentist profile on www.mouthhealthy.org.

Build your Team Morale
FDC2017 offers continuing education for your entire team. Experts in their field offer everything from advanced courses for dentists and hygienists to office management courses for support staff. Bring your whole team and learn skills that can be implemented in your office on Monday.
Continuing Education & Licensure Requirements

As your first choice for continuing education, the FDA gives you access to better ways to fulfill CE requirements and increase your personal and practice potential.

License Expiration Reminders
Your license is your key to earning income, and the FDA reminds dentists who haven’t renewed their biennial licenses through postal and email messages, in addition to announcements in all publications.

Free Online Continuing Education
A members-only service, the FDA’s online CE program offers for-credit courses on scientific and practice management topics gleaned from Florida Dental Convention (FDC) courses and the popular Today’s FDA column, “Diagnostic Discussion.” Members can earn up to 30 CE credits per year online. Completed courses are automatically submitted to CE Broker on your behalf on the first Friday of every month. FDC courses from previous years are available to watch online. Each is accompanied by multiple choice questions for CE credit. Legal CE courses were added to the FDA course list in 2015.

CE Broker
Now that reporting your CE credits for licensure renewal is mandatory, the FDA is making it easier for members! Any CE earned from the FDA, online or at the Florida Dental Convention, is automatically reported to CE Broker. Also, CE Broker is an FDAS Crown Savings merchant. The basic CE Broker account is free, but FDA members may upgrade at reduced rates using a special code.

Answers to Your CE Questions
The FDA is your source for information about relicensure and CE requirements for you and your staff. For information, contact Brooke Martin, FDC Meeting Coordinator, at 850.350.7103 or bmartin@floridadental.org.
Staying Connected

FDA Website:  
[www.floridadental.org](http://www.floridadental.org)  
Log on to the FDA website to view members-only content such as events, marketing tools, legal resources and publications. You can apply for membership, register for FDC and pay your membership dues online. Also, link to products and services available through FDA Services and volunteer for the FDA Foundation *Mission of Mercy.*

Connect with us at:

Facebook  
Twitter  
Flickr  
LinkedIn  
Vimeo

ADA Website:  
[www.ada.org](http://www.ada.org)  
The ADA website offers a myriad of information to support your dental career — practice management tools, scientific research and the ADA product catalog. Member dentists also can explore career opportunities as well as debt management.
Florida’s Action for Dental Health (FADH)

In February 2015, the Florida Dental Association (FDA) launched Florida’s Action for Dental Health to help improve access to oral health for all Floridians. This comprehensive initiative is focused on three primary objectives:

- Promote attainable dental care for the uninsured and underserved.
- Collaborate to maximize use and capacity of the current dental workforce to optimally serve Floridians with preventive and therapeutic dental care.
- Expand opportunities for public health dentistry to serve Floridians.

The FDA is collaborating with many stakeholders and working daily to address and solve our state’s oral health access problems. As we seek to promote attainable dental care for the underserved, a key strategy is to support and expand volunteer safety net programs. Another key strategy of FADH is to establish ADA-designed Community Dental Health Coordinator (CDHC) education programs at dental, dental assisting and dental hygiene schools. During the summer of 2016, 12 students graduated from the CDHC program offered in South Florida that integrates the curriculum with collaborations from the FDA and the ADA.

Fluoridation

The FDA is a leading advocate for fluoridation, a vital resource for information on its measured use and effectiveness, and a reliable expert on matters of patient safety and oral health for the people of Florida. Scientific studies show that fluoridation at optimal health levels is a safe, effective and low-cost way communities can create a barrier to disease, especially the development of dental decay and infection. As Florida’s advocate for oral health, the FDA helps educate community leaders on the benefits of fluoridation and provides expert testimony before commission meetings, when needed. The FDA works with state agencies and the ADA to promote fluoridation.
Compliance with HIPAA and Florida Privacy Law*
Being fully HIPAA-compliant does not guarantee compliance with Florida law. If Florida law conflicts with HIPAA (1996 Health Insurance Portability and Accountability Act), federal privacy standards must be used. However, Florida law remains in effect if it is more stringent than the HIPAA standards. Members can find a comprehensive collection of FREE forms that comply with federal and Florida law as editable Microsoft Word documents on the FDA website.

FDA Legal FAQs*
The FDA website houses the answers prepared by the FDA’s experienced legal counsel to our members’ most commonly asked legal questions, including: patient records, patient abandonment and more.

Managed-care Handbook*
You Want Me to Sign What?: A Florida Dentist’s Handbook on Managed-care Contracts is a comprehensive reference including information on reimbursement, risk, negotiating, and rights and duties of both parties.

Required Employment Posters*
There are many federal and state laws that require dental offices, like other employers, to conspicuously post up to a dozen notices in locations accessible to employees. You can find a comprehensive list of links to government websites for downloadable free posters at www.floridadental.org/posters. Save hours of searching with this handy list!

Marketing Toolkit for Members*
This toolkit provides tips and templates to help you elevate your practice’s communications. To identify yourself as an FDA member, on your website or printed material, a digital “Member of the FDA” file is available on the FDA website, along with the toolkit.

* AVAILABLE ON FLORIDADENTAL.ORG
Find a Colleague Online*
The Member Sourcebook is a searchable PDF listing of FDA members. You can find any ADA member in the U.S. using the ADA’s Find a Dentist page located at: www.ada.org/en/Home-MouthHealthy/find-a-dentist.

Horizon: A Resource Guide for the Florida Dentist*
This information-packed publication summarizes your membership in organized dentistry with local, state and national contacts and services important to new Florida dentists. Find governmental and agency listings, articles on risk management, legal issues, scrap amalgam and peer review. The guide is published by the FDA’s Council on the New Dentist.

ADA Contract Analysis Service
The ADA’s Contract Analysis Service analyzes third-party contracts, including contracts from managed-care companies, and explains the contract’s provisions in clear language so you can make informed decisions about the implications of participation. This service is available at no cost to FDA members only. Simply call the FDA for this free service.

ADA Ethics Hotline: 800.621.8099
This member service is designed to help new dentists and other members manage ethical challenges that may arise in day-to-day practice. The ADA Ethics Hotline is not a legal resource but rather a service for helping to resolve ethical dilemmas, much like an ethics consult service. Members can discuss their issue during a confidential call with experienced practitioners.

ADA Evidence-based Dentistry
The ADA Center for Evidence-based Dentistry provides systematically assessed evidence as tools and resources to support your clinical decisions. Visit ebd.ada.org.

ADA Center for Professional Success
This interactive web resource offers members relevant and effective solutions you can use every day: managing your career, expanding your knowledge and balancing your life. Visit success.ada.org/en/.
How Peer Review Works

You can often avoid costly legal fees and malpractice suits by using this free service available only to members. Here is an example of the process:

1. A patient calls the component or affiliate office with a complaint about a dental care outcome. Many times the staff can resolve the issue over the phone. Only cases involving problems with actual treatment and procedures are eligible for mediation. If the Peer Review Chair is called in, he/she generally reviews the patient’s complaint and the dentist’s records; and then, attempts to resolve the issue.

2. If the complaint is not resolved, the next step is arbitration. This involves bringing in the patient. A team of three dentists interviews the patient and evaluates the treatment. After the patient leaves, the dentist under review comes in and explains his/her side of the dispute and treatment.

3. The Peer Review team then recommends a solution, which could involve not only returning the money, but also what it would cost to correct the issue. The committee could also agree with the dentist. A recommendation is made that neither the dentist nor the patient has to abide by.

Peer Review doesn’t always have to be started by a disgruntled patient. A frustrated dentist who feels that everything has been done to satisfy the patient, with no success, also can recommend Peer Review.

This is a service provided by colleagues to other members to help mediate problems, and most of the time avoid costly and emotionally draining litigation or Board of Dentistry complaints. When the evaluators review a case, it is in strict confidence. They treat the situation as if they were the ones who had the complaint against them. Peer Review is only possible when members work together to support each other with the patient’s best interest as the focus.

— excerpted from an article by Luis E. Martinez, DMD, PA in Today’s FDA
Giving Back: FDA Foundation

The Florida Dental Association Foundation (FDAAF) is the philanthropic arm of the Florida Dental Association, promoting dental health for all Floridians. The Foundation organizes and/or supports programs statewide to accomplish its mission. These are the key project of FDAAF:

**Florida’s Mission of Mercy (FLA-MOM)**
The *Florida Mission of Mercy* is a dental clinic with a goal of treating approximately 2,000 patients in only two days. The 2017 event is in Pensacola on March 24-25. Volunteers donate their time and expertise to provide about $2 million in donated care. Please visit [floridadental.org/flamom](http://floridadental.org/flamom) to learn more or call the Foundation at 850.681.3629 to volunteer.

**Project: Dentists Care (PDC)**
*Project: Dentists Care Inc.* consists of numerous organizations in the state that offer a safety net of preventive and restorative dental care to those in greatest need. The Foundation provides grant funding to these organizations. Last year, PDC affiliates reported more than $6 million in donated dental care. Please visit [floridadental.org/PDC](http://floridadental.org/PDC) to find your nearest PDC program.

**Donated Dental Services (DDS)**
*Donated Dental Services* is a program jointly funded by the Foundation and Dental Lifeline Network Florida. DDS provides access to comprehensive dental care for people with disabilities or who are elderly or medically fragile and cannot afford treatment. Since 1997, more than 1,500 Floridians in need have received more than $6 million in donated treatment from 408 generous Florida DDS volunteer dentists and more than 200 volunteer dental laboratories. Visit [www.DentalLifeline.org/our-volunteers](http://www.DentalLifeline.org/our-volunteers) or contact DDS Florida program coordinator Megan Manor at 850.577.1466 or [mmanor@dentallifeline.org](mailto:mmanor@dentallifeline.org) to volunteer.
A Member Benefit Since 1986
FDA Services (FDAS) is the wholly owned, for-profit insurance agency of the Florida Dental Association (FDA). We were founded in 1989 to help our members manage the ever-escalating malpractice premiums of the 1980s. A central focus on dental risk expertise and an unrivaled commitment to Florida’s dentists makes FDAS one of your most valuable FDA member benefits.

Your Risk Experts
FDAS is your one-stop shop for all of the insurance products you will need throughout your dental career, with exclusive discounts from top providers you just can’t beat.

By choosing FDAS for your practice needs, you also support the FDA! Revenue generated from insurance sales goes directly toward helping fund FDA programs and lobbying efforts that are important to members, and keeps member dues at their lowest possible level.

800.877.7597  ■  Fax: 850.681.7737
www.fdaservices.com  ■  insurance@floridadental.org
## Dental Practice Coverage Guide

<table>
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<tr>
<th>Coverage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Professional Liability Insurance</strong></td>
<td>Malpractice coverage for individuals, corporations, or employees. The policy covers damages for a variety of dental incidents. A policy also can cover hygienists and assistants employed in your office.</td>
</tr>
<tr>
<td><strong>Workers Compensation Insurance</strong></td>
<td>Mandatory for all offices with four or more employees, but strongly recommended as protection for all dental offices.</td>
</tr>
<tr>
<td><strong>Dental Office Policy</strong></td>
<td>Covers general liability, office furnishings, equipment, building, improvements to leased space and build-outs. Can include business income, accounts receivable and wind/hail coverage.</td>
</tr>
<tr>
<td><strong>Flood Insurance</strong></td>
<td>Property insurance does not include damage from flood waters, regardless of the source. The National Flood Insurance Program operated by the federal government provides most policies for flood damage.</td>
</tr>
<tr>
<td><strong>Commercial Umbrella/Excess Liability</strong></td>
<td>Provides coverage in the event of a catastrophic liability loss in excess of underlying policy limits. Can cover general liability, employer’s liability, and commercial auto insurance liability.</td>
</tr>
<tr>
<td><strong>Employment Practices Liability</strong></td>
<td>Responds to allegations of wrongful termination, failure to promote, harassment, or discrimination.</td>
</tr>
<tr>
<td><strong>Data Breach/Privacy</strong></td>
<td>Responds to risk involving personal health information.</td>
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<tr>
<td><strong>Cyber Liability Insurance</strong></td>
<td>Protection for exposures arising out of Internet communications, including privacy issues, the infringement of intellectual property and virus transmission.</td>
</tr>
<tr>
<td><strong>Directors &amp; Officers</strong></td>
<td>Liability coverage for allegations against the dental practice’s officers or board members.</td>
</tr>
<tr>
<td><strong>Group or Individual Health Insurance</strong></td>
<td>PPO, POS, HMO and HSA plans for your practice. Expert help navigating the new health exchange environment.</td>
</tr>
<tr>
<td><strong>Disability Insurance</strong></td>
<td>Coverage to protect your loss of income due to a disability.</td>
</tr>
<tr>
<td><strong>Office Overhead</strong></td>
<td>Protection to continue business operations should you become disabled.</td>
</tr>
<tr>
<td><strong>Life Insurance</strong></td>
<td>To facilitate buy-sell agreements should a partner die, protect the practice, protect the family, or replace the income derived from a key employee.</td>
</tr>
<tr>
<td><strong>Long-term Care Insurance</strong></td>
<td>This voluntary benefit for you and your employees covers costs of home care, assisted living, nursing home.</td>
</tr>
<tr>
<td><strong>Bonds</strong></td>
<td>ERISA compliance for pension and profit-sharing plans</td>
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<tr>
<td><strong>Personal Auto &amp; Boat Insurance &amp; Umbrella</strong></td>
<td>Personal auto and boat protection and excess liability protection.</td>
</tr>
</tbody>
</table>
LOWER DUES. GROUP SAVINGS. QUALITY PROGRAMS. CROWN SAVINGS!

$28,924

$2,400 annual savings

$185 savings on initial credentialing

$400 average savings

$110 savings upon

$150 average annual

$700 average annual

$2,800 avg. savings upon purchase

Mercedes-Benz
Learn how Dr. Ann doubled the size of her practice with Crown Savings!

www.FDAServices.com/CrownSavings

Savings based on individual experiences. Your savings may differ.
Your Regional Risk Experts

FDA Services has five regional sales directors dedicated to serving member dentists. With more than 40 years of combined experience at FDAS, each director is able to customize a risk insurance portfolio for each member dentist. Contact your local risk expert today to get a complete evaluation of your portfolio.

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A Supportive Regional Network

CLOSE TO HOME! Looking for colleagues and maybe some of the best friends you’ll ever make? District dental associations offer you the chance to share meals, opinions, advice, support, politics, continuing education and family events at local venues with your professional colleagues.

Atlantic Coast District Dental Association (ACDDA)

Dr. C. Nicholas DeTure, President
Kathy Corrado, Interim Executive Director
5700 Lake Worth Road, #207C • Lake Worth, FL 33463
Voice: 561.968.7714 • Fax: 561.968.5842 • Website: www.acdda.org
COUNTIES: Broward, Indian River, Martin, Okeechobee, Palm Beach, St. Lucie

ACDDA AFFILIATE DENTAL ASSOCIATIONS
Broward County Dental Association
Central Palm Beach County Dental Association
North Palm Beach County Dental Association
South Palm Beach County Dental Association
Treasure Coast Dental Society

Central Florida District Dental Association (CFDDA)

Dr. Lee Anne Keough, President
Marlinda Fulton, Executive Director
800 N. Mills Ave. • Orlando, FL 32803-4022
Voice: 407.898.3481 • Fax: 407.895.9712 • Website: www.cfdda.org
COUNTIES: Alachua, Brevard, Flagler, Gilchrist, Lake, Levy, Marion, Orange, Osceola, Seminole, Sumter, Volusia

CFDDA AFFILIATE DENTAL ASSOCIATIONS
Alachua County Dental Association
Brevard County Dental Society
Dental Society of Greater Orlando
Lake County Dental Association
Marion County Dental Association
Volusia-Flagler County Dental Association
Northeast District Dental Association (NEDDA)

Dr. Suzanne Ebert, President
Debbie DeVille, Executive Director
3733 University Blvd. W., Ste. #212 • Jacksonville, FL 32217
Voice: 904.737.7545 • Fax: 904.737.9934 • Website: www.nedda.org

NEDDA AFFILIATE DENTAL ASSOCIATIONS
Clay County Dental Society
Jacksonville Dental Society

Northwest District Dental Association (NWDDA)

Dr. Susan Byrne, President
Angel Estep, Executive Director
2910 Kerry Forest Parkway, D4-309 • Tallahassee, FL 32309
Voice: 850.391.9310 • Fax: 850.391.9311 • Website: www.nwdda.org
COUNTRIES: Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, Washington

NWDDA AFFILIATE DENTAL ASSOCIATIONS
Bay Dental Society
Escambia/Santa Rosa County Dental Association
Leon County Dental Association
Okaloosa/Walton Dental Association

South Florida District Dental Association (SFDDA)

Dr. Mark Limosani, President
Yolanda Marrero, Executive Director
420 S. Dixie Highway, #2-E • Coral Gables, FL 33146-2222
Voice: 305.667.3647 • Fax: 305.665.7059 • Web site: www.sfdda.org
COUNTRIES: Miami-Dade, South Broward, Monroe

SFDDA AFFILIATE DENTAL ASSOCIATIONS
Miami Dade Dental Society
North Dade-Miami Beach Dental Society
South Broward Dental Society
West Coast District Dental Association (WCDDA)

Dr. Melissa Grimaudo, President  
Lissette Zuknick, Executive Director  
1114 Kyle Wood Lane • Brandon, FL 33511  
Voice: 813.654.2500 • Fax: 813.654.2505 • Web site: www.wcdental.org  
COUNTIES: Charlotte, Citrus, Collier, DeSoto, Glades, Hardee, Hendry, Hernando, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, Sarasota

WCDDA AFFILIATE DENTAL ASSOCIATIONS

Charlotte County Dental Association  
Collier County Dental Association  
Greater Highlands County Dental Association  
Hernando County Dental Association  
Hillsborough County Dental Association  
Lee County Dental Society  
Manatee Dental Society  
Pinellas County Dental Association  
Polk County Dental Association  
Sarasota County Dental Association  
Upper Pinellas County Dental Association  
West Pasco Dental Association
The FDA staff are your dedicated partners — contributing their knowledge, experience and expertise to help members succeed.

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