



# ACUC OFFERS YOU OUR ONLINE CERTIFICATION SERVICE: "CARE"

## Don't miss any diving days

At ACUC we receive many calls and emails from divers that cannot go diving because they have lost their certification card or have forgotten it at home. Many of these callers are far from home and are unable to dive until they can provide the proof of certification required by the Dive Centre.

Although ACUC tries to give these types of calls and emails maximum priority, our staff is available only during normal business hours and our Certifications Department is closed on weekends and statutory holidays. And, because our staff needs time to search our records, make up the confirmation document and send it by email it could mean that the person contacting us could lose one or several days of diving, possibly ruining their vacation. To avoid this inconvenience, ACUC offers you our online certification "CARE (Certification Assurance REply)" Basic and Plus services. These services are available 24 hours a day, 7 days a week. To access these services all you need is to have Internet access and a password that ACUC will provide you with. Nowadays, most dive centres and hotels worldwide have Internet access.



The ACUC "CARE" service is available 24/7

## HOW DOES IT WORK?

Easy. You can register in any of these CARE services through the online PDF questionnaire at: [www.acuc.es/acuccareemailin.pdf](http://www.acuc.es/acuccareemailin.pdf) or by sending an email to [acuc@acuc.es](mailto:acuc@acuc.es). Once you are registered in either ACUC CARE Service we will provide you with an easy to remember User and PIN (Personal Identification Number). If at any given time you have to use this service, all you need to do is to access the ACUC private web at [www.acuc.org](http://www.acuc.org) and type your easy to remember User and PIN. When you do this, a screen similar to the one shown below will appear:

ACUC certifies that the person whose name and information appears below is an ACUC certified diver. If you wish the ACUC certification standards, please see <a href="http://www.acuc.es/coustden.htm">www.acuc.es/coustden.htm</a> . ACUC is an RSTC member (for further information please see <a href="http://www.wrstc.com">www.wrstc.com</a> )			
Name and Last Name	Certification Level	Certification Number	Issuing Date
John Smith	Advanced Diver	XX123456	08 / 2005
Diver's photo:			
<a href="#">Print Confirmation</a> . Note: This option is only available for Divers that have contracted the "CARE Plus" service. For further information about this option, please contact ACUC at <a href="mailto:acuc@acuc.es">acuc@acuc.es</a>			

Although this screen sample is in English, the language your membership confirmation will appear in will depend on your language preference when you enter the <http://www.acuc.org> site (available only in English or Spanish for now). When the dive centre sees this screen they will have the certification confirmation that they need and therefore you should be able to go diving without any further delay or problems. The cost for the ACUC "CARE Basic" service is only 7€ (other currencies according to exchange at time of registration) per year (plus 21% VAT for EU citizens). This is a lot less of what a single phone call could cost from most foreign countries, and because it is a 24/7 service you will not lose any diving days because you lost or forgotten your certification card.

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## THE “CARE PLUS” SERVICE

For an additional 7€ per year, this option offers you several more advantages. Besides showing your certification details on a screen, this option offers you the possibility of printing a PDF document that contains the same information. This is very convenient in cases where the dive centre might need a copy of your certification confirmation for their records, or in cases where the Internet Access is not located at the dive centre and you might have to retrieve it elsewhere (i.e. hotel or internet café).

*Immediate confirmation of your ACUC certification, anywhere in the World*

*For little over 0.50€ per month do not risk ruining a diving holiday*

But that is not all. This service also includes certification card replacement insurance. If you lose your certification card, or if your card gets damage or you wish to change it for any reason, ACUC will send you by post to your registered address, a new card at no additional cost (maximum of one replacement card for contracted year and after a 3 months waiting period from the time service is contracted). The normal cost for a replacement card is 22€ (2012 price that could change without previous notice), but if you contract the ACUC “CARE Plus” service, for only 14€ per year (plus 21% VAT for EU citizens) you obtain:

1. Immediate confirmation on any PC, tablet or smart phone screen of your ACUC certification
2. Possibility to print the confirmation document
3. Yearly replacement certification card insurance

Register now in the 24/7 ACUC “CARE Basic” or “CARE Plus” service through the online questionnaire at <http://www.acuc.es/acucareemailin.pdf>; sending an email to [acuc@acuc.es](mailto:acuc@acuc.es) or by completing the coupon below and mailing it to: **ACUC; Anastro, 25; 28033 Madrid; Spain**. You may also send it by fax to: +34 917668651.

*Possibility of printing your confirmation and card replacement insurance for only a bit over 1€ per month*

I request my registration in the ACUC CARE Service with the following information:			
Name and Last Name:			
Date of Birth (DD/MM/YY) :			
Email (Very important, in CAPITAL letters) :			
ACUC Certification Level:			
Selected CARE option:	Basic:	<input type="checkbox"/>	Plus:
I authorize ACUC to charge my credit card ( Visa or MasterCard only ) , the amount according to the CARE option that I have selected ( 7€ for Basic or 14€ for Plus, plus VAT if applicable)			
Credit Card number:			
Expiry date:			
Signature and date of request:			
NIC or Passport #:			
Full mailing address:			