

Host Family Applicant,

Thank you for considering the Au Pair in America, Au Pair Extraordinaire or EduCare in America program. Whether hosting again or applying for the first time, we invite you to benefit from the au pair experience as thousands of satisfied families have since 1986.

Submit the completed booklet (**please type or print in black ink**) and the application fee to Au Pair/EduCare in America, River Plaza, 9 West Broad Street, Stamford CT 06902-3788.

Items to be submitted:

- Host Family Application Form
 - Family Essay
 - Family Photos
 - Preferences Form
 - Host Family Agreement, signed by the host parent/guardian(s) and dated
- \$350 non-refundable Application Fee; \$150 for repeat families (*less than six months between au pairs from APIA*)

You may begin reviewing applications for placement upon receipt of the above mentioned documents. Placement with an au pair is contingent upon submittal and review of all required documents.

To expedite the process, go to www.aupairinamerica.com:

- **Complete the application form on-line**
- **Submit your host family essay and family photos**
- **Submit your signed Host Family Agreement**

The following documents also must be completed and received by Au Pair/EduCare in America.

- Confidential Personal Reference Form (*new families only*)
- Confidential Employer Reference Form (*new families only*)
- Extended Payment Plan Application
(*required only if you are participating in the plan*)

Acceptance into the Au Pair in America program is contingent upon receipt of the above referenced documents and a personal home interview that will be conducted by a community counselor in your area if you are a new family or a re-activating host family (six months + between au pairs from Au Pair in America).

A copy of this application will be presented to the au pair/companion when you advise us and she has accepted the placement offer you have extended to her.

As you complete your application, if you have any questions, please call Alex Ramirez at (800) 928-7247 extension 5161 or e-mail aramirez@aifs.com.

FOR OFFICE USE ONLY

ID#	CC
<input type="checkbox"/> Essay	<input type="checkbox"/> Photo
<input type="checkbox"/> Agreement	Promo
Payment	<input type="checkbox"/> EPP

Please type or print in black ink. If you have questions about reapplying, please call (800) 928-7247, ext. 5044 or ext. 5046.

APPLICATION STATUS

Program Preference (Select all that apply):

- Au Pair program
- Extraordinaire program
- EduCare program (Call (800)928-7247 ext. 5161 to find out if available in your area).
- Year2 Au Pair (au pairs who have completed their 12-month program and wish to join a new family).

We would like the au pair/companion to arrive in: _____ (month) of _____ (year)

We will re-enter your application for the next arrival month if your first choice is not possible.

Families generally plan on 10-12 weeks from the time of application to the arrival of their au pair. Arrival dates for EduCare in America companions are in July, August and December.

- Please check: New (never applied before) Repeat (less than six months between au pairs from APIA)
- If repeating, please indicate your Membership Number _____
- Re-activating (six months + between au pairs from APIA)
 - Transfer from another U.S. government-authorized au pair program
 - Pre-match (pre-selected candidate who will be applying to Au Pair in America - see section F)

How did you hear about Au Pair in America?: (please indicate name of referred party in space below)

- host family au pair community counselor advertisement

_____ name _____ city/state

A. GENERAL INFORMATION

"Parent 1 & 2" refer to parents, step-parents or guardians of the child(ren) living at the same address as the child(ren).

Parent 1: Mr. Mrs. Ms. Dr. _____ First Name _____ Last Name

Relationship to Children _____ First Name _____ Last Name

Parent 2: Mr. Mrs. Ms. Dr. _____

Relationship to Children _____

Marital status married divorced seperated unmarried widowed

Do host parent/guardian(s) speak English fluently? yes no

Are all family members U.S. citizens or legal, permanent residents of the United States? yes no

HOME ADDRESS

Street _____

City _____ State _____ ZIP _____

Host family home is in a city suburb rural area

If rural, nearest major city: _____

Travel distance: _____ Travel time: _____

Parent 2 occupation/title

Employer

Address street city state ZIP

Does your job require overnight travel to another city? yes no If yes, describe frequency and duration

Do you take part in activities that regularly take you out of the home during the evening? yes no

If yes, describe frequency and duration

Please give the names and gender of all family members, including parents, who live at your address. If other family members also live with you (or live part of the time with you), please include their relationship. If any member of the family is physically or emotionally disabled, please indicate whom and to what degree, and then use Part E. Family Essay to provide more details.

NAME	RELATIONSHIP	GENDER	DATE OF BIRTH (CHILDREN)	SPECIAL NEEDS?
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Are you currently expecting a child(ren) or planning to adopt a child under age two? yes no

Do any of your children have a medical condition the au pair should be aware of? yes no If yes, Please describe.

Please indicate what interests or abilities the members of your family have:

- swimming horseback riding cycling skiing tennis soccer running gymnastics
- writing reading arts/crafts piano guitar violin other instrument _____
- chorus dance photography artwork computers community service

Does your household maintain religious, cultural practices or dietary restrictions of which the au pair/companion should be made aware? yes no If yes, please explain

Do you have any of the following household pets? dog(s) cat(s) bird(s) or other household animals, describe

Have you or any member of your immediate family been convicted of an offense other than a minor traffic violation?

yes no If yes, please explain _____

Has your family employed an au pair or mother's helper before? yes no If yes, please describe and indicate whether it was a live-in position _____

Describe other household help (live-in or live-out) such as cleaning service, housekeeper, yard maintenance, etc. Include frequency of visits. _____

Will you provide a private room that meets fire code safety standards for the au pair/companion in your home?

yes no

C. SCHEDULE AND DUTIES

Complete a sample weekly time schedule:

Indicate time blocks from start to end that you expect the au pair/companion to be on duty. (i.e. Monday - 8 a.m.-3 p.m., 5-7 p.m.)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

The au pair may not work more than 45 hours per week if participating in the Au Pair or Extraordinaire programs; 30 hours per week for the EduCare program. The scheduled hours may not exceed 10 hours per day or extend over more than five and a half days. At least one day off is to include the Sabbath if requested.

Total estimated hours per day _____ Total estimated hours per week _____

Indicate the frequency the schedule would change over the course of a year: weekly monthly rarely

List typical weekday duties assigned to the au pair/companion: _____

List typical weekend duties assigned to the au pair/companion (if generally none, please indicate): _____

Describe the form of transportation that will be provided to your au pair/companion to attend classes and cluster events. Additionally describe what is accessible during her free time: _____

D. FAMILY ESSAY

Please use a separate sheet of 8 1/2 x 11-inch paper (clearly print your name and address) to write an essay providing the following:

Describe:

- the members of your family, your professional life, family activities and interests
- the care needs of your children, their behavior patterns, their routines, school and social activities
- the experiences your family has had with other cultures
- your home and the private room that will be provided to your au pair/companion
- specific household rules you expect your au pair/companion to follow
- your community, distance and accessibility to nearest major city and list cultural and social opportunities

If you have a child with special needs, describe them and the care you expect your au pair/companion to provide.

If you have a secondary or vacation home, describe where it is in relation to your primary home, frequency of visits there and whether you expect your au pair/companion to accompany you.

E. FAMILY PHOTOS

Please use a separate sheet of 8 1/2 x 11-inch paper (clearly print your name and address) to attach three to four family photos. Use cellulose tape to secure all four sides of the photos.

Every member of the family that lives with you should be included in at least one of the photos. Next to each photo describe who the people are in the photo.

Photographs are not returnable unless your application is not accepted.

F. PRE-MATCH

We have pre-selected a candidate who will be applying to Au Pair in America. Please notify us when her application has been received.

Name of pre-match: _____

Country of origin: _____

Program of choice: Au Pair in America Au Pair Extraordinaire EduCare in America

Note: Families with a pre-selected candidate need not submit the Preferences Form with this application.

G. FINANCIAL DATA

New and re-activating families—Amount due is a \$350 non-refundable application fee. Be sure you have read the payment schedule and refund policy as set forth in the brochure as well as in our Program Support and Policies.

Repeat families—Amount due is a \$150 deposit to be credited toward the 2010 program fee.

Check/money order enclosed. (*Payable to Au Pair in America; clip to front of application*)

Bill my credit card \$ _____ . Visa MasterCard American Express
amount

Credit card number _____ Expiration date _____

**Note: Debit cards are not accepted.*

Name on credit card _____ Signature _____
print of card holder

In calculating the 2010 program fee, please indicate:

We elect the Extended Payment Plan. *To enroll, complete the Extended Payment Plan application and agreement form located in the back pocket of the Au Pair in America brochure.*

Yes! I authorize Au Pair/EduCare in America to charge to my credit card the balance of program fees due prior to the arrival of our au pair/companion. Au Pair/EduCare in America will charge according to the terms of the program.

WE HAVE ENCLOSED OUR:

- Family Photos
- Host Family Essay
- Preferences Form
- Host family agreement, signed and dated
- Non-refundable fee/deposit
- Personal and employee reference will be submitted under separate cover (new families only)

I/we certify that the information contained in this application is true.

signature of host "parent/guardian 1"

signature of host "parent/guardian 2"

date

print name

print name

2010 Host Family Agreement

We, the undersigned, have applied to be a host family with the Au Pair in America or EduCare in America program which is sponsored by the American Institute For Foreign Study, Inc. and referred to as "the Program" in this agreement. The Program agrees to recruit and to offer au pair/companion candidates for our consideration and to provide reasonable support concerning problems that may arise during the exchange. In consideration for these services, we hereby agree:

- **Selection of au pair/companion.** We understand that it is our sole responsibility to carefully choose from among the candidates presented to us, and that there is no warranty as to our satisfaction or to the compatibility of any particular candidate as an au pair/companion in our family. It is also our responsibility to monitor the performance of the candidate in our home, and to promptly notify our Community Counselor of any problems.
- **Obligations of au pair/companion and host family.** We understand that the au pair/companion we select will assist our family with day-to-day child care duties [which do not include housework unrelated to the children], for a period not to exceed 10 hours per day for a maximum of 45 hours per week (30 hours per week for EduCare in America), as outlined under "au pair responsibilities" defined in the current program brochure. In exchange, we agree to provide the au pair/companion with:
 - board and lodging [consisting of a separate room, which shall be approved by the local Community Counselor].
 - a minimum weekly stipend established by Au Pair/EduCare in America.
 - at least one full free day and one half free day per week plus one free weekend (Friday evening to Monday morning) each month.
 - two weeks off to be taken at a mutually agreed-upon time during each 12 months of the exchange, two weeks for a nine-month extension, one-week for an extension term of six months, with the minimum weekly stipend as established by Au Pair/EduCare in America.
 - educational costs (to a maximum of \$500 for the year for the standard and Extraordinaire program, \$1,000 for the EduCare program). Adequate time to attend a course(s) for cultural or professional enrichment (six hours of academic credit or its equivalent for au pairs or 12 hours of academic credit or its equivalent for EduCare Companions); transportation to and from the place of instruction. [Note: The educational component is currently under review by The Department of State and the sum for the educational allowance may increase in 2010.]

We acknowledge that we have read the current program brochure, Program Support and Policies insert and supplemental information received from the Program and agree that the terms and conditions set forth therein shall constitute part of this agreement.

- **Program goals.** We recognize that the goal of the Program is for the au pair/companion to learn about America, and agree to give the au pair/companion ample opportunity and encouragement to take advantage of cluster activities and educational, cultural and community opportunities available in our area.
- **Fees and other obligations.** We agree to pay the required fees in accordance with the schedule set forth in the brochure, including excess airline fees imposed by air carriers for increased fuel surcharges or new taxes levied after January 1, 2010 and SEVIS fees as required. We understand that any outstanding balance more than 30 days past due will be subject to a finance charge of 1.5% per month, 18% per annum on the outstanding balance. Accounts which require outside collection services will incur additional fees associated with the collection agency. We will provide the au pair/companion, at our expense, with a one-way ticket or other transportation arrangement for travel from the orientation site in Connecticut to our community. We understand the Program will arrange a return flight home at the end of the program exchange from select U.S. cities and any additional flight surcharge will be paid by the au pair/companion.
- **Background information and monitoring of placement.** We warrant that our answers on the host family application are true and complete. For the purpose of facilitating the selection and placement of an au pair/companion with our family, we authorize the Program to make reasonable inquiries of any third party or governmental agency regarding our family, and grant permission for any such party or entity to disclose the requested information, which will be treated as confidential. After placement, we agree to maintain regular contact and communication with the Community Counselor in order to monitor the appropriateness of the placement and to take advantage of the Program's resources.
- **United States government rules.** We understand that, as part of our orientation, we will be provided with a copy of the rules governing Au Pair/EduCare programs, and we agree to comply with these rules which are subject to change at the discretion of The Department of State. We agree to interview, by telephone, the au pair/companion we select for placement with our family. We agree to have at least one parent/guardian or a responsible adult to remain at home during a minimum three days following the au pair's arrival to train, observe and acclimate her to her child care responsibilities. We understand that an au pair/companion cannot be placed with a host family having a child under three months of age unless a parent or other responsible adult will be present at all times. If applicable, we acknowledge our responsibility to review the prior experience, skills and training of the au pair/companion regarding the care of special needs children. If we have children in the home younger than school age we will not participate in the EduCare program, unless we have provided written confirmation of the full-time alternative care arrangements in place for our pre-school age children and those arrangements have been approved by the Program. Upon arrival of the au pair/companion in our home we agree to sign a written agreement with our au pair/companion that further affirms our joint commitment to adhere to U.S. government and Program guidelines. We will provide the Program with a copy of this agreement.

(sign on reverse side...)

If we do not afford the participant the benefits and protections set forth in this agreement [or in government regulations], or otherwise violate the terms of this agreement, we understand that the Program may withdraw the participant from our household, in which case we shall not be entitled to a replacement au pair/companion or to any refund.

We understand that extending an au pair/companion's J visa to remain in the U.S. beyond the term granted under the terms of the visa is not possible. We will abide by the Program regulations, relieving the au pair/companion of her duties at the end of the term and encouraging her to return to her home country. We will not support or sponsor her for a change of visa status during the travel-month time frame that she is considered in valid program status with Au Pair in America. We understand that by doing so we may risk our continued participation in the program.

- **Problem resolution.** The Program will make reasonable attempts to resolve any difficulties regarding the placement. If the Program determines that the placement cannot be continued, it will provide assistance that may include, in its discretion, placement of another au pair/companion with our family. Host families are responsible for hosting a participant for up to two weeks until a new placement is arranged. We agree to the terms of the replacement and refund policy set forth in the program materials.
- **Legal relationship of au pair/companion to the Program.** We understand and agree that the au pair/companion is not an employee or agent of the Program. The Program is not, under any circumstances, responsible for any bills incurred by the au pair/companion or for any damages or losses caused to anyone by any act or omission of the au pair/companion. We understand that the au pair may only provide childcare for our children and agree to indemnify and hold the Program harmless from any claims resulting from the au pair's care of other children. In addition, all agreements and guidelines provided in this agreement pertain only to the au pair duties while caring for our children and no others.
- **Release of claims against the Program.** We unconditionally release the Program from any claims for damage, injury, loss, or expense of any sort incurred in connection with the participation of our family in the Program and our selection of an au pair/companion to stay in our home. This release includes, but is not limited to, liability for any intentional or negligent acts or omissions by the au pair/companion.
- **Insurance.** We understand it is our responsibility to assess the driving ability of the au pair/companion before granting permission to operate a vehicle. If the au pair/companion is to use any of our motor vehicles, we agree to provide automobile insurance coverage for the au pair/companion and to have the au pair/companion listed as an operator on our insurance policy if we choose to be fully protected in the event of a motor vehicle accident. We agree to limit any claim against the au pair/companion for uninsured damages resulting from negligent operation of a motor vehicle to a maximum of \$500. We also agree to maintain liability and casualty insurance to cover any reasonably foreseeable damages which may be sustained by the au pair/companion while in our household. If we are legally responsible for such damages to the au pair/companion, we agree to hold the program harmless and indemnify it from any resulting claim by the au pair/companion, including court costs and legal fees.
- **Agreement to arbitrate.** We agree that any dispute with the Program over \$5,000 that is not settled informally will be submitted to binding arbitration, to be conducted in substantial accordance with the rules of the American Arbitration Association. The location of the arbitration and identity of the arbitrator will be decided by mutual agreement, with the costs to be shared equally between the parties, and the decision of the arbitrator shall be final. By signing this agreement, we are waiving our right to have any claim against the Program decided in Court before a judge or jury, although each party retains the right to have a Court confirm the arbitration award in accordance with the law.
- **Entire agreement.** We acknowledge that this document (and documents referenced herein) sets forth our entire agreement with the Program, and that we have not relied on any warranties or representations other than set forth above.
- **Severability.** A ruling invalidating a portion of this contract shall not affect the validity of the remainder.
- **Applicable law.** This agreement shall be governed by the laws of the state of Connecticut.

We understand that this document is a legal contract and that we have been advised to seek legal advice if we do not understand its terms. By signing the document, we acknowledge that we have read and understand the provisions of this agreement and accept and agree to abide by the terms as set forth.

Signature of parent/guardian 1

Date

Signature of parent/guardian 2

Date

Print name

Print name

Signed by authorized official

January 2010

Date

Instructions: Preferences form

The Preferences form was developed to give you the opportunity to express preferences for particular attributes that you would like an au pair to possess, based on your needs and family characteristics. The attributes that are listed on the enclosed form are those that host families have historically identified as being the most important in their selection process.

Please note we automatically take into consideration the following attributes:

- Infant Qualification & Multiple Children:
 - Au pair is Infant Qualified (has a minimum 200 hours experience caring for children under age two within the last three years)
 - Au pair is willing to care for more than one child at a time if the host family has two or more children.
- Household animals:
 - Au pair is not allergic to or fearful of any household animals that the host family has listed on their application.
- Program choice:
 - Preferences for a family who specifically enrolls requesting a candidate from our Au Pair Extraordinaire program or EduCare in America, will be considered with qualified candidates for the requested program.

Note: EduCare in America is available to families in specific geographic regions for 2010 and whose children attend school fulltime.

Use these **three easy steps** below when completing the Preferences form
(located on the last page of this booklet)

STEP ONE

Check the box identifying no special attributes or choose from the following categories that are the attributes you may prefer your au pair to possess:

- Age
- Child care experience
- Nationality exclusion
- Native language
- Non-smoker
- Special needs
- Swimming ability

STEP TWO

Now assign points to each of the attributes you have selected and fill in the Preferences form located on the last page of this booklet. It is recommended you assign points to no more than five attributes. If you consider a particular attribute a “must have,” assign 32 points.

Your points must total **100!** If your points do not total 100 this will delay the matching process, please double check your points.

Here's an example:

ATTRIBUTE

15. Swimming ability: Candidate can swim

POINT VALUE

32

After you've chosen the attributes you desire and have assigned your 100 points, **please leave all other boxes blank.**

A NOTE ABOUT THE SELECTION PROCESS

Attributes you select, in conjunction with those automatically taken into consideration are matched against all au pair applicants available to travel to the United States during the requested month you desire. The applicant(s) who have the highest coefficient of fit as measured against the attributes you select will be sent to you for consideration.

Thank you!

2010 Preferences form

apa-hfa-2/10

River Plaza, 9 West Broad Street, Stamford, CT 06902-3788 (800) 928-7247

Parent/guardian 1: *Last name* _____ ID # _____ State _____
(if known)

We would like our au pair/companion to arrive in the month of: _____
(month)

We require no special attributes beyond those automatically considered.

ATTRIBUTE: Assign points to attributes that you would ideally like to see in a candidate. Total points assigned must equal 100. If you assign 32 points or more to a single attribute we will consider that a criteria the candidate **must have** to send for your consideration.

The attributes you select will be matched up against the available candidates and you will be sent that which meets the highest number of attributes you select. It is recommended you assign points to a maximum of five attributes.

POINT

1. Age: 18-21 21-26

Note: all applicants are between the age of 18-26. No points assigned will offer the broadest selection of qualified candidates.

2. Child Care Experience: It is most important that my au pair have experience with children in the age range of: 2-6 years or 6 years and older

Note: EduCare companion's experience is primarily with children 6 years and older

3. Nationality: My family would prefer not to host an au pair/companion from

Note: No points assigned to this category will offer the broadest selection of candidates.

- | | | | | |
|---|--|---|--|--|
| <input type="checkbox"/> Argentina (AR) | <input type="checkbox"/> Costa Rica (CS) | <input type="checkbox"/> Hungary (HU) | <input type="checkbox"/> Netherlands (NL) | <input type="checkbox"/> South Africa (SF) |
| <input type="checkbox"/> Australia (AS) | <input type="checkbox"/> Croatia (HR) | <input type="checkbox"/> Iceland (IC) | <input type="checkbox"/> New Zealand (NZ) | <input type="checkbox"/> South Korea (KS) |
| <input type="checkbox"/> Austria (AU) | <input type="checkbox"/> Czech Republic (CZ) | <input type="checkbox"/> India (IN) | <input type="checkbox"/> Northern Ireland (NI) | <input type="checkbox"/> Spain (SP) |
| <input type="checkbox"/> Belarus (BO) | <input type="checkbox"/> Denmark (DA) | <input type="checkbox"/> Ireland (EI) | <input type="checkbox"/> Norway (NO) | <input type="checkbox"/> Sweden (SW) |
| <input type="checkbox"/> Belgium (BE) | <input type="checkbox"/> Ecuador (EC) | <input type="checkbox"/> Israel (IS) | <input type="checkbox"/> Panama (PM) | <input type="checkbox"/> Switzerland (SZ) |
| <input type="checkbox"/> Bosnia (BK) | <input type="checkbox"/> El Salvador (ES) | <input type="checkbox"/> Italy (IT) | <input type="checkbox"/> Poland (PL) | <input type="checkbox"/> Thailand (TH) |
| <input type="checkbox"/> Brazil (BR) | <input type="checkbox"/> Estonia (EN) | <input type="checkbox"/> Latvia (LG) | <input type="checkbox"/> Portugal (PO) | <input type="checkbox"/> Turkey (TU) |
| <input type="checkbox"/> Bulgaria (BU) | <input type="checkbox"/> Finland (FI) | <input type="checkbox"/> Lithuania (LH) | <input type="checkbox"/> Romania (RO) | <input type="checkbox"/> Ukraine (UP) |
| <input type="checkbox"/> Canada (CA) | <input type="checkbox"/> France (FR) | <input type="checkbox"/> Malaysia (MY) | <input type="checkbox"/> Russia (RS) | <input type="checkbox"/> United Kingdom (UK) |
| <input type="checkbox"/> Chile (CI) | <input type="checkbox"/> Georgia (GG) | <input type="checkbox"/> Malta (MT) | <input type="checkbox"/> Singapore (SN) | <input type="checkbox"/> Zimbabwe (ZI) |
| <input type="checkbox"/> China (CH) | <input type="checkbox"/> Germany (GM) | <input type="checkbox"/> Mexico (MX) | <input type="checkbox"/> Slovakia (SV) | |
| <input type="checkbox"/> Colombia (CO) | <input type="checkbox"/> Guatemala (GT) | <input type="checkbox"/> Namibia (WA) | <input type="checkbox"/> Slovenia (SI) | |

4. Native Language: Check one from the following list of most commonly requested languages:

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Afrikaans (AFR) | <input type="checkbox"/> Finnish (FIN) | <input type="checkbox"/> Hebrew (HEB) | <input type="checkbox"/> Russian (RUS) |
| <input type="checkbox"/> Danish (DAN) | <input type="checkbox"/> French (FRE) | <input type="checkbox"/> Italian (ITA) | <input type="checkbox"/> Spanish (SPA) |
| <input type="checkbox"/> Dutch (DUT) | <input type="checkbox"/> German (GER) | <input type="checkbox"/> Portuguese (POR) | <input type="checkbox"/> Swedish (SWE) |

5. Smoking: Candidate has indicated that she is a non-smoker

6. Special Needs: Candidate should have experience or an interest caring for children with special needs

7. Swimming Ability: Candidate can swim

Nondiscrimination Policy: Au Pair/EduCare in America adheres to the laws of the United States, which prohibit discrimination on the basis of race, color, national origin, sex, sexual orientation, or disabilities, except as provided by exclusions in the law.

Total Points = 100

See reverse for important contact information!

PREFERRED METHOD OF RECEIVING INFORMATION ABOUT SPECIFIC AU PAIRS/COMPANIONS

E-mail and World Wide Web E-mail address _____

This is the preferred method for fast, effective communication. By selecting this option, it is understood that you have access to an Internet browser where you will be able to access au pair applications after a notification is sent from our office via e-mail. AOL users are encouraged to check their web sites daily during the matching process as e-mail alerts may not interface well with AOL systems.