

Reclaiming members needs to be a priority in the Valley as our losses in suspensions and demits are the only controllable factor we have as we can not control when members are called to the Eternal Lodge room in the sky.

Every year there are significant numbers of members in every Valley who choose not to renew their membership and without being contacted by the Valley a valuable resource has been lost. Part of our legacy in Masonry is that we are to be a brotherhood that cares about each other, but sometimes we don't know when a brother is sick, has moved or even worse passed away until the dues notices are returned.

In the Scottish Rite Life materials included in this package are steps to slow the tide of suspensions and demits, but for the next couple of pages we'll be looking at gathering information from contacting members whose dues are unpaid.

Be Positive & Caring

The Call:

1. The best time of the day to make these calls is early evening or on Saturday mornings.
 - a. Ask for member by name.
 - b. Introduce yourself and say that you are from the Valley of _____ Scottish Rite.
 - c. Did you see your dues notice in the last couple of mailings?
 - d. Get permission to continue (Is this a good time to talk?)
 - e. Make clear your purpose
 - i. "We have appreciated having you as a member since {Fall or Spring of YEAR}– see info sheet for this information."

Listen for Response in Words & Tone

1. "In fact, we would like to -

- a. *{PENDING NPD}* continue your connection with the Valley of _____, Scottish Rite, and maybe even improve it."
- b. *[Already Suspended]* renew your connection with the Thirty-Second Degree Masons of the Valley of Toledo."

Listen for Response in Words & Tone

2. "I'm aware that

- a. *{PENDING NPD}* you have 1 / 2 / 3 years of dues that can be brought up to date."
- b. *[Already Suspended]* your membership lapsed in [year], and I'd like to chat with you about getting reinstated."

3. **“I’d like to assist you to do just that and would want to see if there would be any way that I could encourage and help**
 - a. *{PENDING NPD}* in bringing your Scottish Rite dues up to date.”
 - b. **[Already Suspended]** in renewing your Scottish Rite membership.”

4. **“The amount that would**
 - a. *{PENDING NPD}* make your dues current through 2005 is _____.”
 - b. **[Already Suspended]** reestablish your membership is _____.”

5. **“There are several different ways this can be taken care of. You could:**
 - a. Pay using the last dues notice that was sent;
 - b. Pay with a new reminder I could have sent from the office;
 - c. Pay with credit card today.
 - d. Request a demit if you bring your membership dues up to date so that you might reinstate your membership easily at a future date, or so that you might re-affiliate with another Scottish Rite Valley at any time.
 - e. Choose to utilize the Membership & Memorial Endowment Fund. (Explain this if he asks.)

6. **Does this sound like a situation that calls for consideration of**
 - a. One time remittance of all past dues?
 - b. One time remittance of one year’s dues?
 - c. Long term remittance of dues?
 - d. 65 years or older, with 35 years of membership, eligible for exemption
 - e. 65 years of older, with 20 years of membership, eligible for half dues
 - f. lives out of state, any age, cannot participate, eligible for half dues over

**Listen for
Response in
Words & Tone**

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Response in
Words & Tone**

- g. 80 years old, with financial need, eligible for exemption
- h. in Ohio Masonic Home or _____, eligible for exemption.

7. If he is unwilling to bring his dues status up to date:

**Listen for
Response in
Words & Tone**

- a. “Is there any sort of problem with the Scottish Rite that I need to hear about and I might be of help to you with?”
- b. “What would it take to encourage you to bring your dues up to date?”
- c. Has the decision by the Shrine to no longer require Scottish Rite membership affected your decision?

8. “Together with the other Thirty Second Degree masons in the Valley of Toledo – you are supporting:

- a. A learning center for children with Dyslexia;
- b. Schizophrenia research;
- c. College scholarships;
- d. And activities for families and children, just to name a few.”

9. Remind him of the dates of the next two reunions and fill him in on any upcoming events.

**Listen for
Response in
Words & Tone**

- a. “Are there any activities or events that you would like to see on the calendar for the Thirty Second Degree Masons of the Valley of Toledo?”

10. Wrap up any loose ends (update info.) and include a bit of brotherly chat.

- a. “I’d really like to THANK YOU, for your
 - i. “if yes” – continued association
 - ii. “if no” – past association
- b. with your Thirty Second Degree Masonic Brothers in _____ Ohio.”
- f. Correct any information on your contact sheet that is incorrect.
- g. Deal with resistance by inquiring what is keeping him from maintaining his membership?

- What would it take to bring you back to Valley events or to keep you as a member?
2. Close the call by thanking him for his time.
 3. If the person who you're calling isn't home **do not** leave message on a voicemail as most people do not like to call a stranger, but instead inquire when the best time to contact would be.

**4. Caring Contact Calls
INFORMATION SHEET**

Member Number:

County:

Blue Lodge:

Member Name:

Current Address:

Home Phone:

Work Phone:

Cell Phone:

FAX:

Other:

Email:

Date of Birth:

Date of Initiation:

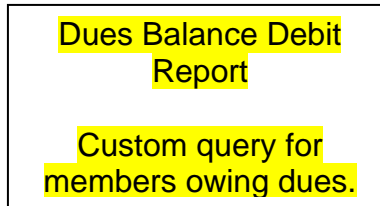
Date of Suspension:

Dues Owed at Suspension:

Amount Due to continue / reinstate:

Dues Rate Level:

(#1 is full dues / #2 is half dues)



Do special circumstances apply?

(Include justifying information)

-
- One time remittance of all past dues?*
 - One time remittance of one year's dues?*
 - Long term remittance of dues?*
 - 65 years or older, with 35 years of membership, eligible for exemption*
 - 65 years of older, with 20 years of membership, eligible for half dues*
 - lives out of state, any age, cannot participate, eligible for half dues*
 - over 80 years old, with financial need, eligible for exemption*
-
- in Ohio Masonic Home or _____, eligible for exemption.*

Result of the phone contact: _____

Caller name: _____ Date: _____

Information for Credit Card Payments:

Name on Credit Card: _____

Credit Card Number: _____

Expiration Date: _____

\$ Amount to Apply: _____

Information gathered from the Caring Contact Call:

What would it take to bring you back to the Valley?

If the member has passed away please provide: Date of Death_____

Is there a widow? **YES** or **NO**

Is there an alternate address? **YES** or **NO** (*If so provide address and dates applicable*)

Please be discrete. Keep information confidential and share with the office only.

Reclamation Accountability

Reclamation: Personal contact with impending and one year NPD members

- 1. Personal contact with impending NPD**
 - a. % of success converting to dues paid
- 2. Personal contact of members who were suspended in the last year**
 - a. % of success converting to dues paid

Notes: