

How to conduct phone dialog with members in arrears

Easy dialog with members in arrears:

Hello, this is ____ with the Knights of Columbus. I'm calling to speak with (name),

Did I catch you at a good time?

I'm on the Membership Retention Committee at Council _____. We're doing a follow-up on our billing for the **(current billing cycle)** because we didn't receive your payment for membership dues this year.

Has anyone from our council talked to you about this, yet?

Did you send in a payment this year?

Is there a reason the payment for membership dues wasn't sent in?

Are you planning to renew your membership with the Knights of Columbus?

Optional - "Come Back and See Us" retention drive phone script:

I'm calling because you joined the knights in *(month)* of *(year)* and we haven't seen you very much since then. We wanted to take the time to call and see if there's anything we can do to encourage you to become a bit more active in our council.

(Wait for his response / questions etc.)

I am just a council member like you but the Grand Knight *(name)* and the Financial Secretary *(name)* have asked that I report to them any concerns or problems that you want to share with me. They want to fix anything they can, if it will help.

*Our council's financial records indicate you have membership dues that remain unpaid for the past year(s). As a special incentive for you to return to the Knights of Columbus, we will welcome you back and only collect the amount of membership dues owed for this current year. I have the address for you where the payment can be mailed.

(Address for Financial Secretary)

We want you to feel that you are part of this council so please let me know if there is anything you need us to do to help you feel welcome.

Would it be okay with you if I call you the next 3 or 4 times we are going to have a meeting and remind you?

I don't want to take up any more of your time. Here is my phone number if you want to contact me.

*Just a note on his dues...the Knights of Columbus will work to have the member pay his dues for the current billing cycle, but any dues not paid in past years should not be expected by the council. The return of past dues would be great, but not imperative.

The Supreme Council and the Missouri State Council fully support a local council offering an "amnesty" or reduced payment of "past dues" to a member in jeopardy of membership removal. The key to retention is the personal contact and discussion with the member to find out why is he late in renewing his membership:

- Is it purely financial?
- Is it a time commitment problem
- Or, is it something personal.

The offer of managing or forgiving his past dues is a great way to start that conversation. It shows that the council is interested in the member on a personal level, it's not just about the money. We need to discuss with that member what the Order can do for him and his family. This is a good opportunity to let the member know how he can lead his family and community in faith and service through programs that your council is sponsoring.

Please remember, "FINANCIAL DIFFICULTY IS NOT A VALID REASON FOR MEMBERSHIP REMOVAL."

Thank you for your commitment to Knights of Columbus membership retention efforts in Missouri.