

PHONE SCRIPT: MEMBERS WITH REMITTED DUES

It is essential to periodically reach out to members with remitted dues to determine if their status has changed, or if they may need additional support from the lodge. Ensure your member knows that help is available through your lodge and Masonic Assistance.

General call script

Good morning/afternoon!

This is Brother [your name] from [your lodge name] Lodge calling. I am reaching out to all of our brothers whose dues have been remitted this past year to see how they are doing and if they need anything.

So, how are you doing today? How have things been for you over the past year?

I see we have remitted your dues for some time and wonder if more is needed? For example, meal preparation/food, transportation to the grocery store or doctors' visits, home repairs or yard work, meeting your monthly expenses, etc.

I wonder if our lodge can provide you with home visits? Have you been getting out or is someone checking on you? If not, would you like someone from the lodge to come by?

Are you aware of the Masonic Assistance and services available to you?

If the member is under the age of 60

- Ask if they are interested in care management through Masonic Family Outreach Services. This program can provide information & referrals as well as assistance with applying for low-cost programs, job search efforts, housing resources, etc.
- **If the member is 60 years old or older:** Ask if they are interested in seeking support through Masonic Senior Outreach Services or the Masonic Homes? Masonic Outreach can provide information and referrals, care management, and financial assistance, if there is a qualifying need.

May I send you some this information? If so, may I follow-up with you to see if you have any questions? May I pay you a visit to share this information with you?

Are you receiving the Trestleboard monthly? Would you rather receive it via email or pony express? Let me confirm your email/ mailing address...

Would you like to attend a stated meeting or join us for dinner at the lodge? Can I pick you up?

If I can't reach you, is there someone else I can contact – a neighbor, or your son or daughter? It's nice for the lodge to have additional contact information in case we can't reach you or so that we know whom to contact if you should need assistance.

If a member refuses assistance, and it's clear that assistance is needed

Try the following –

- I am obligated to provide you with relief and you are not allowing me to fulfill my obligation as a friend and brother.
- Please know that Masonic Assistance Services will allow you to continue to fulfill your family obligation and meet your family's needs. This is an important benefit of your years of being a Mason, and it is one you can be proud of.
- Any one of us may fall on hard times in the future. That is why our fraternity has a safety net – to provide support when it is needed.

Ending the call

Well, it has been nice talking with you and I will be following up with you [on (date)/ in a week/next month], if that's OK?

In the meantime, do you have my contact information in case you need anything? You know you can call me anytime, right?

Should you have any questions about the Masonic Assistance programs, do you have the Masonic Assistance line? It's (888) 466-3642.

Well, I need to call some of the other brothers. You have a great day. And, thank you for taking my call. I look forward to speaking with you soon.