

## PHONE SCRIPT: MEMBERS WITH UNPAID DUES

*If a member of your lodge has stopped attending stated meetings and has not paid his dues, it may signal that he is experiencing health or financial difficulties. Reach out to members in this situation to offer dues remission and ensure your member knows what resources are 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 haven't seen you in lodge in a while and I noticed that your dues have not yet been paid so I wanted to reach out to see if everything is OK.

So, how are you doing today? How is your health? How is your family?

### **If financial troubles**

I'm sorry to hear that. Have you thought about calling our California Masonic Assistance line?

### **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.

Do you have a pen handy? The phone number for Masonic Assistance is (888) 466-3642. If you'd like, I can even call for you, and give them your number. Would you like me to do that?

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Since you are having financial difficulties, we may be able to remit your dues. I will talk to the lodge and will get back to you to confirm that this is possible.

**If the member or spouse has memory or physical challenges that prevent the member from participating in the lodge**

I'm sorry to hear that. How are you doing with meeting these new health needs? Are you aware of the resources available to you through Masonic Outreach Services and the Masonic Homes? (Share the information above.)

I hope you know that our lodge is more than willing to support you. Would you like us to stop by for a visit, or help with any household tasks?

Are you receiving the Trestleboard? Let me make sure that we have your current contact information...

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.

Well, it has been nice talking with you and I will be following up with you [on (date)/ in a week/next month], to confirm whether we can remit your dues. Is that OK?

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

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 again soon.