**Suggested Talking Points for Conducting Outreach by Phone - Bicentennial Campaign Pledge Fulfillment**

Parish personnel making personal contact with delinquent donors should avoid any pressure or any “collection agency tactics.” The approach should be in a spirit of sincerity and of help:

1. remind a delinquent donor of his/her original commitment

2. help a delinquent donor adjust his/her pledge if necessary

3. help him/her resume or undertake a habit of giving a lesser amount then originally pledged, if the circumstances warrant this.

When speaking to a delinquent donor by phone, you will want to pursue these three options, in order:

**1) RESUME PAYMENT UNDER THE ORIGINAL TERMS.**

Express the hopes of the parish that it will be able to count on fulfillment of the pledge.

**2) CONSIDER SMALLER PERIODIC PAYMENTS OVER A LONGER REDEMPTION PERIOD.**

This way the initial gift level and habit of giving are maintained.

**3) LOWER THE OVERALL AMOUNT OF THE COMMITMENT.**

**SCRIPT:**

* *Hi [Parishioner Name], this is [Your Name] calling on behalf of [Pastor] at [Parish]. Do you have a couple minutes to chat?*
  + ***If Yes:*** *Great!*
  + ***If No:*** *That’s alright! Is there a good time that I can call back?*
* *I’m reaching out as part of [Parish]’s effort to keep our Bicentennial Campaign commitments up-to-date.*
* *During our campaign in [Year of Participation], you made a commitment of [Pledge Total] to be paid [Pledge Frequency].*
* *While we know the past few years have been very difficult for so many in our community, the pledges we received during the campaign will allow us to address [insert your parish’s needs], and we are deeply thankful for the commitment you made to our effort.*
* *We know that your pledge was made in good faith, and each pledge is important to reaching the goals of the Bicentennial Campaign.*

**Option 1:**

* *Are you able to resume payments to fulfill your original commitment?*

**Option 2:**

* *Do you need to adjust your payment frequency? We’re also happy to extend the timeline of your pledge, if need be.*

**Option 3:**

* *Do you need to lower the amount of your original commitment to our Bicentennial Campaign?*