

## Frequently Asked Questions by Members

- 1. I received an email/postcard/phone call from a company asking for my personal information. They said they were working on a directory for New York VFW. Is this a legitimate project, or is it a scam?**

We have partnered with PCI (also known as Publishing Concepts) to produce our new member directory. PCI is a company located in Dallas, TX that publishes directories for educational institutions, fraternities, sororities, and military organizations across the nation. This project allows New York VFW to receive important updates to our database so we know more about our members and how we can better serve you and future members.
- 2. Does New York VFW benefit from this at all?**

Yes, in a few different ways:

  - a. Updated Information – Allows us to effectively communicate with and engage members
  - b. Legacy – Preserves the history of our organization
  - c. Revenue – Generate non-dues revenue for military programs
  - d. Pride – Wearing apparel shows support and love for our organization
- 3. How do I know my information will only be used for directory purposes?**

New York VFW has a contractual agreement with PCI that states:

  - a. The names, addresses and information provided to PCI by New York VFW for the publication of the Directory will be held confidential by PCI, except to the extent that they are utilized in, or in the preparation of, the Directory and except as required by court order or law.
  - b. The Directory will be made available only to members of New York VFW. Upon completion of the project, PCI will return to New York VFW any and all electronic files that have been supplied by New York VFW or produced by PCI in connection with the production of the Directory.
- 4. I would like to verify and update my information. How may I do this?**

If you have received a postcard or an email with a telephone number, you may call the number to speak with a dedicated representative for the New York VFW project. The representative will verify all the information we have on file for you and make any updates where needed. One of the numbers for the New York VFW members is 855-376-1807.

If you have received an email with an embedded link, you may go to the online site to review your information. If you have questions, you may call PCI's customer service desk at 1.800.982.1590.
- 5. Can anyone purchase a directory?**

The New York VFW Member Directory is available for sale only to New York VFW members.
- 6. When will I receive my directory?**

The total duration of the directory project is about 12 months. Since we began the project in October 2019, the directories will be distributed in October/November 2020.
- 7. Can I choose some or all of my information not to be printed in the directory?**

When you call to update your information, you can tell the representative what information you prefer to have excluded. You may also communicate this information to the PCI customer service desk at 1.800.982.1590 or to the organization directly.
- 8. I ordered a directory/package over the phone and would like to cancel my order. How do I do this?**

Call the PCI customer service help desk at 1.800.982.1590 and they will take care of this for you.