

FAMILY REUNION INSTITUTE'S

STICKY REUNION SITUATION

PAST DUE...PLEASE REMIT PAYMENT

February 2021

The Situation:

Our reunion chapter has experienced difficulty collecting chapter dues last year. We recognize families have been impacted financially with layoffs, reduced work hours, etc. We're hosting the 2022 reunion and the dues provide the seed money needed for the reunion. Should we ask those that have missed dues payments to catch them up?

The Fix:



Doug Harris

You definitely should follow up. But you must do it with sensitivity and grace. Rather than sending a notice that merely states the dues are due, write something like this:

I've <or we've> noticed that you haven't forwarded your family reunion dues yet. If you've just forgotten, please forward <amount> immediately to <name/address>. If your circumstances have changed due to COVID-19, job changes, or other financial difficulties, contact me/us right way at <telephone #>, so we can talk about options. We really want you to be at the 2022 Reunion. It won't be the same without you <and your family>.

Be prepared to talk about extending the deadline for payment, payment plan options, or other alternatives, such as staying only one night, or attending the banquet only. You also might consider setting up a GoFundMe family page where family members could contribute for people unable to attend, or increasing the dues amount to accommodate those who cannot pay for one reason or another.
