

Hello...(wait) Mr./Mrs.[LASTNAME]...(wait)...

This is _____, from Millennium Teleservices of Canada calling on behalf of the **Canadian Association of Fire Chiefs**. Millennium Teleservices of Canada is paid a percentage of the collections as their fee for running the C.A.F.C. fundraising drive.

This call may be recorded for quality purposes!

Mr./Mrs. _____, the **C.A.F.C.** is conducting the **Fall Fund Drive**. I want you to know the Association really appreciates your support. As a way of saying thanks, I'm going to send you a special **2005 Active Supporter Decal**

Please accept the Active Supporter Decal as a token of appreciation for your support of the **Canadian Association of Fire Chiefs**.

Donations help support:

- **Advancement of Fire Prevention and Community Safety Issues**
 - **To pay the costs of the Fund Drive and the Association's operating costs**
- and
- **Initiatives that enhance Search and Rescue capabilities**

Mr./Mrs. _____, as a paid solicitor with Millennium Teleservices of Canada, I would like to let you know that the **C.A.F.C.** needs your support. **C.A.F.C.** is planning to raise an estimated amount of \$500,000 in its first year of operating this public awareness campaign. Donation levels are **[AMOUNT]** or **[AMOUNT]**. Which one is best for you?

Sir/Ma'am, I certainly understand. There is a smaller donation of just **[AMOUNT]** or **[AMOUNT]**. Remember, your support does help out with **Initiatives that enhance Search and Rescue capabilities**.

Which one is best for you?

Mr./Mrs. _____, it's not how much you give, just that you get involved, let me at least put you down for the **[AMOUNT]** goodwill booster amount and you'll still receive the **Active Supporter Decal**. Remember, donations help support **Advancement of Fire Prevention and Community Safety Issues**. Fair enough?

TSR NOTE: If donor refuses all donation requests, you will say: "That's okay, Mr./Mrs. [LASTNAME], maybe you can help next time! Have a good day!"

Great, Mr./Mrs.[LASTNAME], thank you very much for your pledge!
Before I transfer you to the Record Department, are you comfortable with the \$ _____ amount?

IF YES: Great! Please hold while I transfer you. **[F2]**

IF NO: Drop to lower amount.

IF DELAY

Mr./Mrs.[LASTNAME], this call will be transferred to the next available verifier who will be confirming your pledge and your mailing address. PLEASE stay on the line, as our conversation may be cut off in mid-sentence! Sorry about the short delay. Once again, your support is greatly appreciated, and it will help support **Advancement of Fire Prevention and Community Safety Issues and Initiatives that enhance Search and Rescue capabilities**.
Again, sorry about the delay, it seems many residents like yourself are getting involved today!

This is _____ from the Records Department.

Mr./Mrs. [LASTNAME], I want to thank you for your generous pledge of \$[AMOUNT].
Before I get your **Pledge Kit and Decal** out, let me ask: are you comfortable with the \$ [AMOUNT]?

IF YES: Terrific! (Continue with close)

IF NO: Drop to a lower amount. If a new \$ ___ amount is pledged, then repeat 'Thank you very much' and continue with close.

Let me check over your mailing address:

Here's what you'll be getting in the mail:

In 2-3 days you'll receive your Pledge Kit **and Decal** and a pre-addressed return envelope for you to send back your donation.

Contributions or gifts to the organization are not tax deductible.

If Donor refusal:

Are you concerned with not being able to deduct your generous donation of \$[AMOUNT], Mr./Mrs.[LASTNAME]?

IF YES: Well, Mr./Mrs. [LASTNAME], keep in mind that your donation would be used to support the collective goals of the **C.A.F.C.** which are:

- **Advancement of Fire Prevention and Community Safety Issues**
 - **To pay the costs of the Fund Drive and the Association's operating costs**
- and**
- **Initiatives that enhance Search and Rescue capabilities**

Mr./Mrs.[LASTNAME], for the records and to insure a timely response, all they ask is that you send that generous \$[AMOUNT] donation back as soon as you receive your Pledge Kit in the mail. Thank you for supporting the **Canadian Association of Fire Chiefs!**

IF NO: If time request is a problem with Donor

Mr./Mrs.[LASTNAME], all the organization asks is that you send that very generous \$[AMOUNT] donation back within 10 days of receiving the Pledge Kit. Thank you for supporting the **Canadian Association of Fire Chiefs!**

PAGE: Q&A – Canadian Association of Fire Chiefs - General QA's

Q. WHERE ARE THEY LOCATED?

A. The **Canadian Association of Fire Chiefs's** address is **329 March Road, Box 11, Ottawa, ON K2K 2E1.**

Q. WHERE ARE YOU CALLING FROM / LOCATED?

A. I'm calling from **Millennium Teleservices of Canada**, located in [CITY AND STATE OF YOUR CALLING OFFICE] and we're calling on behalf of the **Canadian Association of Fire Chiefs.**

Q. WHAT IS THE NAME OF THE PROFESSIONAL FUNDRAISER?

A. **Millennium Teleservices of Canada** is the professional fundraiser handling the drive.

Q. WHAT IS THE ADDRESS AND/OR TELEPHONE NUMBER FOR YOUR CORPORATE OFFICE?

A. I am calling from (City and State of Call Center), however, my corporate office is located in Edison, New Jersey. If you would like to contact them, you can reach the Fundraising Information Center at (Insert 800#).

Q. WHO/WHAT IS THE CANADIAN ASSOCIATION OFFIRE CHIEFS?

A. The **Canadian Association of Fire Chiefs** is an independent, non-profit organization with a voluntary membership founded in 1909. As the national public service association, the Association is dedicated to reducing the loss of life and property from fire and advancing the science and technology of the Fire and Emergency Service in Canada. Their mission is to strive for excellence in representation, information, education and service delivery to its members and customers. Currently, their membership includes approximately 900 members and organizations.

Q. WHO IS THE CURRENT PRESIDENT?

A. Chief Officer Mike Eddy is the current **President.**

Q. WHERE CAN I GET ADDITIONAL INFORMATION ON THE ORGANIZATION?

A. Additional information on the **Canadian Association of Fire Chiefs** may be obtained by calling the Fundraising Information Center at 1-800-705-6358.

Q. HOW DID YOU GET MY TELEPHONE NUMBER?/MY TELEPHONE NUMBER IS UNPUBLISHED.

A. Unfortunately, since the calling lists are derived from various sources, it is impractical to determine the exact origination of your telephone number

Q. WHY DOESN'T YOUR PHONE NUMBER COME UP ON MY CALLER ID BOX?

A. There is no blocking mechanism. Our calling system just does not project a number.

Q. ARE YOU IN COMPLIANCE WITH THE LAW?

A. We are in compliance with all applicable provincial and federal laws.

Q&A - Canadian Association of Fire Chiefs- Money QA's

Q. WHERE DOES THE MONEY GO?

A. The funds raised with this drive will help support:

- Initiatives that enhance Search and Rescue capabilities
- Advancement of Fire Prevention and Community Safety Issues
- Addressing the issues of Bio Terror threat migration in Canada
- The Partnerships Toward Safer Communities program
- the general welfare of the organization

A portion of the donations collected will also be used to pay the fundraising costs.

Q. ARE THE CONTRIBUTIONS TAX DEDUCTIBLE?

A. No, donations to the **Canadian Association of Fire Chiefs** are not tax-deductible.

Q. WILL I BE RECEIVING A RECEIPT FOR MY DONATION?

A. No, since donations to the **Canadian Association of Fire Chiefs** are not tax-deductible, no receipts can be issued.

Q. HOW MUCH DOES THE ORGANIZATION RECEIVE?

A. The **Canadian Association of Fire Chiefs** is guaranteed to receive a minimum of **15%** of gross collections.