

**Organization:** Canadian Association of Fire Chiefs

**NOTE:** The second time the contact says NO, I'M NOT INTERESTED, you must politely end the conversation with "Thank you for your time. Have a good day." And disposition the call F5.

**[REQUIRED DISCLOSURES LOCATED AT BOTTOM OF DOCUMENT]**

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

This is \_\_\_\_\_, [AB 1<sup>st</sup> Opening Disclosure] calling on behalf of the **Canadian Association of Fire Chiefs** [BC 1<sup>st</sup> Opening Disclosure, AB 2<sup>nd</sup> Opening Disclosure].

**This call is being recorded for quality purposes!**

Mr./Mrs. \_\_\_\_\_, the **C.A.F.C.** is conducting the [SEASON] Fund Drive. In 2-3 days you'll receive your Pledge Kit and a pre-addressed return envelope. 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 [YEAR] **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 [SK 1<sup>st</sup> Opening Disclosure]

- **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**

**BC Only**

For more information about C.A.F.C. you can call 800 705-6358.

[ON 1<sup>st</sup> Opening Disclosure, BC, SK 2<sup>nd</sup> Opening Disclosure], everything is done through the mail and I'm going to send you a pledge kit which you should receive in 2-3 days.

[AB 3<sup>rd</sup> Opening Disclosure], Everything is done through the mail and I'm going to send you a pledge kit, which you should receive in 2-3 days.

Mr./Mrs. \_\_\_\_\_, you'll be glad to know that all donations are fully tax deductible! The donations spots are just [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 Records 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!

**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**. You'll also get an official receipt and a pre-addressed return envelope for you to send back your donation.

**Contributions or gifts to the organization are tax deductible. [AB 1<sup>st</sup> Closing Disclosure]**

Mr./Mrs.**[LASTNAME]**, for the records and to insure a timely response, all they ask is that you send that generous \$**[AMOUNT]** donation back the same day you receive your Pledge Kit in the mail.

**IF YES:** Thank you for supporting the **Canadian Association of Fire Chiefs!**

**IF NO:** If time request is a problem with Donor I certainly understand Mr./Mrs.**[LASTNAME]**. Can the organization count on you to send that very generous \$**[AMOUNT]** donation back within 10 days of receiving the Pledge Kit?

**IF YES:** Thank you for supporting the **Canadian Association of Fire Chiefs!**

**IF NO:** OK. How much time do you need?

**IF longer than 2 weeks:** Drop to a lower amount. If a new \$**[AMOUNT]** amount is pledged then say 'Thank you for supporting the **Canadian Association of Fire Chiefs!**

**If bottom donation level:** Send info kit

**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 **280 Albert Street, Suite 702, Ottawa, ON K1P 5G8.**

**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.** However, I'm sorry, sir/ma'am, we are not authorized to disclose the exact address and phone # of the call center as in this day and age, concern for employee safety is paramount. I can provide you with a toll free # to Customer Service which is **[Insert 800#].**

**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 OF FIRE 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. **Fire Chief Patrick Burke** is the current **President**.

**Q. WHAT IS THE ORGANIZATION'S REGISTRATION NUMBER?**

A. The charity's registration number is **106842958RR0001**.

**Q. WHERE CAN I GET FINANCIAL INFORMATION ON THE ORGANIZATION?**

A. Financial information on the **Canadian Association of Fire Chiefs** is available by calling the Fundraising Information Center at **1-800-705-6358**.

**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. PLEASE PLACE ME ON YOUR DO NOT CALL LIST.**

A. I would be happy to honor your request immediately. Please note that it may take up to 72 hours to insure your telephone number has been removed from the list.

**Q. CAN I HAVE CONFIRMATION THAT YOU HAVE PUT ME ON YOUR DO NOT CALL LIST?**

A. I have placed your telephone number on the Do Not Call list. If you would like written confirmation, please contact our Fundraising Information Center at **800-705-6358**. I am unable to initiate the confirmation request from my system. However, I have entered your telephone number as a do not call. Again, it could take up to 72 hours to be removed from the list.

**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**
- **Establishment of a Canadian Fallen Firefighters Memorial Monument**
- **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. Yes, donations to the **Canadian Association of Fire Chiefs** are tax-deductible.

**Q. WHERE DO I SEND MY DONATION? [Alberta Only]**

A. Donations can be mailed to **Station Terminal M, Box #1420, Calgary, AB T2P 2L6**. When you receive your pledge kit in the mail it will include a preaddressed envelope for you to send in your donation.

- Q. WHERE DO I SEND MY DONATION? [British Columbia Only]**  
**A.** Donations can be mailed to **Station Terminal, Vancouver, BC V6B 4B5, Box #6660**. When you receive your pledge kit in the mail it will include a preaddressed envelope for you to send in your donation.
- Q. WHERE DO I SEND MY DONATION? [ONTARIO Only]**  
**A.** Donations can be mailed to **Canada Post Corporation, Station Terminal A, Toronto, ON M5W 5K2 Box #4069**. When you receive your pledge kit in the mail it will include a preaddressed envelope for you to send in your donation.
- Q. WHERE DO I SEND MY DONATION? [Saskatchewan ONLY]**  
**A.** Donations can be mailed to **4246 Albert Street Box #605, Regina, SK S4S 3R9**. When you receive your pledge kit in the mail it will include a preaddressed envelope for you to send in your donation.
- Q. WILL I BE RECEIVING A RECEIPT FOR MY DONATION?**  
**A.** Yes, since donations to the **Canadian Association of Fire Chiefs** are tax-deductible, an official receipt will be included with your pledge kit.
- Q. WHAT SPECIAL PRIVILEGES WILL I RECEIVE WITH THE [ITEM]?/WILL THE [ITEM] GET ME OUT OF A TICKET?**  
**A.** Your **[ITEM]** does not provide any special privileges.
- Q. Can I have an additional [insert item]?**  
**A.** Yes, but I am unable to initiate your request for an additional **[insert item]** from my system. However, once you have submitted payment for your pledge, please call the Fundraising Information Center at **[insert 800 #]** and they will be happy to assist you.
- Q. HOW MUCH DOES THE ORGANIZATION RECEIVE?**  
**A.** The **Canadian Association of Fire Chiefs** is guaranteed to receive a minimum of **13%** of gross collections.

**OPENING DISCLOSURES:**

- ALBERTA:** [1<sup>st</sup> Opening Disclosure] – from Millennium Teleservices of Canada
- [2<sup>nd</sup> Opening Disclosure] – Millennium Teleservices of Canada is paid a percentage of the collections as their fee for running the C.A.F.C. fundraising drive.
- [3<sup>rd</sup> Opening Disclosure] – As a paid solicitor with Millennium Teleservices of Canada, I would like to let you know that C.A.F.C. is planning to raise an estimated amount of five hundred thousand dollars in operating this public awareness campaign. Although it will cost C.A.F.C. an estimate of four hundred and twenty five thousand dollars to raise these funds, they believe the benefits of alerting the public to these causes is well worth it.
- BRITISH COLUMBIA:** [1<sup>st</sup> Opening disclosure] - located at 280 Albert Street, Suite 702, Ottawa, ON K1P 5G8.
- [2<sup>nd</sup> Opening Disclosure] - As a paid solicitor with MTS
- ONTARIO:** [1<sup>st</sup> Opening Disclosure] - As a paid solicitor with MTS
- SASKATCHEWAN:** [1<sup>st</sup> Opening Disclosure] - the following programs in the province of Saskatchewan:
- [2<sup>nd</sup> Opening Disclosure] – As a paid solicitor with Millennium Teleservices of Canada

**CLOSING DISCLOSURES:**

**ALBERTA:** [1<sup>st</sup> Closing Disclosure - The Canadian Association of Fire Chiefs address is 280 Albert Street, Suite 702, Ottawa, ON K1P 5G8. Should you require additional information, please contact the Fundraising Information Center at 800-705-6358.

**BRITISH COLUMBIA:** None

**ONTARIO:** None

**SASKATCHEWAN:** None