

# Shriners International Member Directory

## Frequently Asked Questions

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 Shriners International. Is this a legitimate project, or is it a scam?**

*Shriners International has partnered with PCI (also known as Publishing Concepts) to produce the **Inaugural Edition** of Shriners International 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 Shriners Directory will include photographs and summary of the history of the Shrine, along with photographs showing what Shriners are currently doing throughout the world. The directory will also include photographs of Shriners with their ladies, photos of our "Legacy" members, and photos of individual Shriners. It will be an impressive book. This project also allows Shriners International to receive important updates to our database so we know more about our Nobles and how we can better serve you and future Shriners.*

2. **How will PCI contact me?**

*PCI will begin sending out yellow postcards and emails at the end of January into early February. Ninety percent of the contacts made will be Shriners calling the toll-free number to update personal data. A small amount of outbound calling will be done beginning as early as February or March to members who have yet to call in.*

3. **Should I respond to this communication?**

*Please do. Call in at the number provided in the PCI communication (1-800-769-4574). By calling in, you are providing a very cost-effective way for your temple and Shriners International to update and verify your member information. The information you provide will make it much easier for your temple and for Shriners International to communicate with you and serve your needs. Even if you don't wish to purchase the Inaugural Edition of the Shriners Member Directory, updating your information is a great help to the fraternity.*

4. **Am I obligated to call the toll-free number?**

*No, there is no obligation to call. However, you are strongly encouraged to do so. The more Shriners who do call PCI, the better our data will be for future use and the better the Inaugural Edition of the Shriners Member Directory will be. Please call PCI to verify your member information.*

5. **What happens when I call in?**

*First, they'll inform you that your call is being taped. This is for quality assurance. They will go over your current member information and ask you to confirm and/or update it. They will ask you to confirm your spouse's name, email address and other personal information and, if there is information you do not want printed in your listing. Please be sure to let them know if there is information you do not want printed. They will talk to you about purchasing the Member Directory. If you don't want the book, they will ask about a downloadable digital version. They offer choices. You are not under any obligation to buy. If, after updating your member information, you don't want to purchase, just say "No, thank you" and end the call.*

*Because Shriners International makes a small percentage from each sale, the hope is that Shriners International will be able to raise some money, as many other Grand Lodges have done, through sales of the Member Directory.*

**6. What are the benefits to the Nobility of the Shriners Member Directory?**

*There are three distinct benefits. First, this project will make the Inaugural Edition of the Shriners Member Directory available exclusively to Shriners. This publication will include a section on the rich history of the Shrine, which will feature many interesting and historically relevant photographs. It will also include a section for photographs with brief captions to be submitted by temples, clubs and units to show what Shriners are currently doing all over the world. There will also be a section available for Nobles to submit a photograph and to provide a narrative of their own Shrine experience. Of course, the directory will also permit a Noble to have contact information printed in addition to his name and temple.*

*Secondly, it permits a Noble to have his member information updated and verified without any cost to the Noble, his temple, or Shriners International.*

*Finally, because Shriners International makes a small percentage from each sale, the hope is that Shriners International will be able to raise some money, as many other Grand Lodges have done, through sales of the Member Directory.*

**7. Is my information secure?**

*Yes. The database is encrypted and can only be viewed by PCI. Then, that updated information is sent to Shriners International Headquarters and then provided to your temple for input into our shared systems, which are also secure.*

**8. Is the information I provide available to anyone else?**

*No. The information is used only by Shriners International. We are putting this information into the Member Directory which will be made available only to Shriners.*

**9. How do I know my information will only be used for directory purposes?**

*Shriners International has a contractual agreement with PCI that provides:*

- *The names, addresses and information provided to PCI by Shriners International 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.*
- *The directory will be made available only to Shriners. Upon completion of the project, PCI will return to Shriners International any and all electronic files that have been supplied by Shriners International or produced by PCI in connection with the production of the directory.*

**10. 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 Shriners Member Directory 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 Shriners to use for updates is 1-800-769-4574*

*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 or email at [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com).*

**11. What if I don't want to be listed in the Member Directory or have certain pieces of information listed?**

*PCI can still update your information for us, but will honor any request regarding suppressing any or all information for publication. Any Shriner can exclude himself from the directory by contacting PCI.*

**12. Can I choose some or all of my information not to be printed in the directory?**

*Unless you contact PCI to inform them you do not want your name listed in the directory, your name and temple will be printed in the directory. Therefore, you must "opt out" to have your name excluded from the directory entirely.*

*Unless you contact PCI to inform them you do want your member information included in the directory, such as street address and phone number, only your name and temple will be printed in the directory. Therefore, you must "opt in" to have your member information (street address, phone number, etc.) included in the directory.*

*Any Shriner can exclude himself from the directory by contacting PCI.*

*When you call to update your information, you can tell the representative what information you would prefer to have excluded. You may also communicate this information to the PCI customer service desk at 1-800-982-1590 or email at [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com).*

**13. Can anyone purchase a directory?**

*The Shriners International Members Directory is available for sale only to Shriners.*

**14. When will I receive my directory?**

*The total duration of the directory project is about 12 months. Since we will begin the project in February, 2017, the directories are expected to be distributed in February, 2018.*

**15. Will this be my only chance to order a Member Directory?**

*As long as you order your Member Directory prior to printing, yes. They will not be producing extra Member Directories for sale afterwards. We do not know if another similar Shriners Member Directory will ever be printed. If it is printed at a future time, it will not be sooner than 3 or 4 years from now.*

**16. 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 or email at [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com) and they will take care of this for you.*

**17. Can I cancel the order if I want to?**

*Orders may be cancelled by simply writing "Cancel" on the invoice and returning it and the directory, if received, to PCI.*

**18. I would like to have a photo and caption related to our temple, club or unit considered for inclusion in the directory. How do I do that?**

*The directory will have a section dedicated to highlighting fun, fellowship, brotherhood and philanthropy through pictures giving all Nobles the chance to see the amazing things going on throughout Shriners International. In order for your photos to be considered for inclusion in the directory, we ask that the pictures support the mission of our great fraternity with taste and class reflecting the spirit of fun and fellowship which sets Shriners apart. Please remember that we cannot use photos that include alcohol or any offensive or distasteful images. If a hospital patient is included in the photo, you must provide a consent from that patient and family allowing the image of that patient to be used in this publication. All photos will be reviewed by our Public Relations department to be considered for inclusion. It is hoped that this section will capture the amazing number of activities that are conducted by Shriners all over the world. Some of these activities showcase Shriners as men of character and compassion in photos related to patient transportation or fundraising efforts. Others showcase the fun and fellowship involved in raising awareness of our fraternity and our charity in parades and other activities held at the local level. We strongly encourage having photos which include Nobles in fezzes, Shrine ladies/families involved in activities and unique events.*

*To submit photos, please send them and proposed captions to [webmaster@shrinenet.org](mailto:webmaster@shrinenet.org). Please include your contact information in the event we need to contact you. All pictures must be received by May 31, 2017 in order to be considered for use in the Member Directory. **Professional photos are welcome as well, but the photographer will be asked to complete a form signing the usage rights over to Shriners International for the Membership Directory.** If you have any questions or need a consent form, please send an email to [webmaster@shrinenet.org](mailto:webmaster@shrinenet.org). Someone will get back to you within 48 business hours of the time of your request.*

**19. What if I have other questions?**

*Please call the toll-free number on the postcard you received anytime between 8 a.m. and 9 p.m. and speak to a representative.*