

# PROPER BILLING PROCEDURES INCLUDING USE OF THE 'NOTICE OF INTENT TO SUSPEND'

1. The financial secretary will mail the Membership Bill – First Notice Form #423 **15 days prior to the billing period.**
2. If payment is not received **in 30 days**, the financial secretary will mail the Membership Bill – Second Notice Form #424.
3. If payment is still not received within **30 days from the date the second notice was sent...**
  - The financial secretary will provide the names, addresses, telephone numbers, and amounts of delinquency for each member in arrears to the retention committee. The committee should include – but is not limited to – the grand knight, chairman ex officio, the Deputy Grand Knight (Chair), the trustees and the proposer, if available.
  - A “Knight Alert” letter Form #KA1 will be forwarded to each delinquent member, signed by the grand knight and at least one of the trustees.
  - ***A retention committee member shall make personal contact with the delinquent member to remind him of his obligation. The committee member will provide a written report of his findings to the grand knight.*** If the member is experiencing financial difficulty, the grand knight will direct the Financial Secretary to contact the member and make arrangements to accommodate him with either a payment plan or other financial arrangement acceptable to the council. Again, a full report is to be provided to the grand knight as to why the member is delinquent and why he is considering leaving the Order. **Financial difficulty is not a valid reason for suspension.**
4. If **at the end of the second month** of arrearage the member still has not paid his dues, the Notice of Intent to Suspend Form #1845 is to be prepared and signed by the financial secretary, countersigned by the grand knight, and **distributed immediately after completion** as follows:
  - The Original Copy is sent to the delinquent member.
  - The Supreme Office Copy is forwarded to the Department of Membership Records. The Supreme Knight will mail a personal letter to the delinquent member. This letter will convey the Supreme Knight's interest in having the member retain his “good standing” status.
  - The State Council Copy is mailed to your state deputy. He will write to the member, offering assistance and advising him that the district deputy in his area is available to help with any particular problems.
  - The District Deputy Copy is sent to your district deputy. He will telephone the delinquent member to discuss the arrearage situation. In the course of the telephone visit, suggestions as to a possible solution will be recommended, and the district deputy will volunteer to assist the member, if the need exists. The district deputy will also determine whether personal contact has been made by the council. The response and reaction received from the delinquent member is recorded on the reverse side of the District Deputy Copy of the Form #1845 and then forwarded to the state deputy.
  - The Council Copy is retained for council files.
5. If the delinquent member does not meet his obligation or arrange a satisfactory payment schedule **within 60 days following processing of the Form # 1845**, the council may file a **Form 100 Membership Document, indicating suspension**. However, the suspension will not be processed at the Supreme Council office unless a Notice of Intent to Suspend Form #1845 has been on file for the required 60 days.
6. The Notice of Intent to Suspend Form #1845 becomes **null and void 90 days following the date it is recorded at the Supreme Council office**. After the 90-day period has elapsed, the form will be removed from the file under the assumption the council has been successful in retaining the member.
7. If, subsequently, the member on whom the council previously filed a Notice of Intent to Suspend Form #1845 should again become delinquent, the entire billing/retention process must be re-implemented as described herein.

**COUNCIL RETENTION COMMITTEE OBLIGATIONS – COUNCIL:**

***Paragraph 3 on the overleaf pertains to my responsibility as a Retention Committee Member. Namely, once the Financial Secretary has determined he has done all he can to retain a member, “a Retention Committee Member shall make personal contact with the delinquent member to remind him of his obligation. The committee member will provide a written report of his findings to the Grand Knight.”***

**As a Retention Committee member, I will do everything I can to protect the assets of my Council (the membership) and assist my Brothers in remaining members in good standing within the Order.**

***Recommended telephone conversation with the delinquent Member:***

Hello, my name is \_\_\_\_\_ and I am a Member of the Knights of Columbus Council \_\_\_\_\_.

I have just been asked by our Council Grand Knight to let you know that you are in jeopardy of losing your membership in the Knights of Columbus for non-payment of dues. I would like to ask you to please consider that your membership in the Order is very important, not only to your Brothers, but to you as well. We are a family and as you can well imagine, we are very distressed at the potential loss of a family member and we would like to know how to prevent losing you. We re you aware that we hadn't yet received your dues? (Pause for answer). How can we help retain you as a member? (Pause for answer). If, perhaps you may be in a situation where you have come upon difficult times, please be assured, it happens to all of us and we would like to work with you to overcome whatever the difficulty may be. If it is OK with you, I will pass your phone number over to our Financial Secretary who will contact you and make arrangements that will maintain your membership. Is there anything else you would like me know about your membership?

Thank you for your time, Brother \_\_\_\_\_, the FS will get in touch with you soon.

The Retention Committee for my Council consists of Brothers (\*should be Chaired by the DGK with the Trustees as Members):

_____	_____	_____
Name	Chairman	Date
_____	_____	_____
Name	Member	Date
_____	_____	_____
Name	Member	Date
_____	_____	_____
Name	Member	Date

\_\_\_\_\_  
Verified by Grand Knight

\_\_\_\_\_  
Date

**NOTE: An 1845 “Notice of Intent to Suspend” will Not be processed if the Council does not have a registered Retention Committee.**

**Original to: State Retention Chairman, copies to District Deputy and Council file.**