



Guide for Reaching Out to Members With Remitted Dues

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Reach out to all members who have had their dues remitted, or who may need them remitted, to check on their well-being and to let them know that they are cared for by your lodge. Members who are 80 or older may be at the greatest risk of isolation.

Tactics and tips

- Contact Member Services at (415) 776-7000 for help locating members with remitted or unpaid dues.
- Contact members by phone or mail, and ask how they are doing. [Refer to the remitted dues phone call script.](#)
- Make in-person visits, using the [home visit checklist](#) and [needs form](#). This is the best way to gauge well-being and to show that the lodge cares. It's also the easiest way to learn about a member's safety, support network, transportation needs, and financial situation.
- If the member doesn't reside near the lodge, seek the help of a lodge closer by to pay a visit – ideally, with the prior permission of the member.
- While elder members are more often in need of help, follow up with all members with remitted or unpaid dues: Masonic Family Outreach Services offers resources for fraternal family members of all ages.
- Contact Masonic Assistance at (888) 466-3642 for case-by-case guidance.

Educate members about the support services available to them. **Call (888)466-3642** for information on all of the support services of Masonic Assistance.