

ONTARIO STATE KNIGHTS OF COLUMBUS RETENTION BILLING PROCEDURES

A vital and important part of the welfare of any Council is the collection of dues and per capita assessments from members. The Grand Knight and the Trustees should, therefore, always be certain that the following ***Retention process*** is followed.

Financial Secretary: Please note that the financial Secretary should use the Member Management and Member Billing application, located in the secure Officers Online area of www.kofc.org (refer to pg2 attached)

1. The Financial Secretary mails the membership bill "**First Notice**" 15 days before the billing period Jan 1 to each member.
2. If payment is not received within 30 days of billing period (Jan1 – Jan 31), the Financial Secretary will provide a list of delinquent members to the Grand Knight and Retention Committee. (Refer to Pg2 to see the appropriate Committeemembers and their roles.)
3. After 60 days of the Retention Committee attempting to retain the delinquent members, the Financial Secretary will send out the "**Second Notice**". Retention Committee continues. (See pg.2 for full explanation on roles)
4. 30 days after mailing the "**Second Notice**" the members that have still not paid their dues, and no satisfactory arrangement has been made, the KA1 Knight alert will be mailed out by the Financial Secretary on behalf of the Grand Knight.
5. 30 days after mailing of the KA1, the Grand Knight will submit form SO 47 and Form SO 48 to the District Deputy for his review, approval or denial. The District Deputy will then forward the SO 47 and SO 48 to the Ontario State Retention Director.
6. Upon receiving the SO 48, the State Retention Director will review the form and supporting documents and return the results of his findings to the District Deputy whether approved or denied submitting of form 1845. 60-day Retention Period. The State Deputy will mail a letter to each member from the SO 48's assisting the Councils in their retention efforts.
7. a) If SO 48 is approved the Council is free to submit form 1845 Intent to Retain, Form 100, and approved SO 48 to Supreme. There will no longer be a 60-day Retention period from the date received by Supreme. (Original copy goes to delinquent member; Supreme office copy is mailed to Membership records, Council copy is retained by the Council). (Allow Approx. 30 days for processing).
b) If SO 48 is denied, the Council must wait until the next billing cycle Dec 15th and entire billing/retention process must be reimplemented as described. Reasons for denial will be provided so they can be corrected.
- 8.a) Supreme will then issue a Conservation List to State were the District Deputy will receive a copy from the Retention Director. Conservation list will be checked by the State Retention Director and District Deputy to ensure a SO 48 has been submitted for each member.

Councils Membership Growth will directly affect suspensions.

Note: For every New Member Recruited, council will be allowed to suspend a member.

This process is to ensure councils longevity and growth.

Financial Secretary: Instructions, recorded webinars, and help are available within the online application.

The Retention Committee should include but not limited to the Retention Chairman (indicated on form 365) the deputy Grand Knight, the Trustees, and the proposer if available.

Note: The Financial Secretary is not part of the Retention Committee.

The Retention Chairman will assign a committee member to discuss the reason for non-payment, any personal situations prohibiting payment, or offer a cooperative remedy to the delinquency situation

The Retention Chairman will notify the Grand Knight of the results.

Note: The retention committee must use various methods of contact home visit, internet search to locate, social media, parish. Voice mail does not constitute contact.

The Committee Members will report to the Retention chairman and the Retention Chairman will write up to date reports to the Grand Knight.

If a Member is experiencing financial difficulties, the retention chairman will inform the Grand Knight and Financial Secretary of the council to make accommodations for the members difficulty.

Note: Personal Financial difficulty is not a sufficient reason for suspension and if they experiencing financial difficulties they CAN NOT be suspended.

The Retention Committee is expected to attempt to retain members throughout the entire process.

The District Deputy is Expected to assist the Council throughout the process and attempt to retain members.

Insurance Field Agents should be included in retention process to assist in retaining insurance members.

Members who suffer from a disability or illness should be placed on disability were council dues and per capita is waived by Supreme and State.

The following are documents excepted by Supreme:

- a) Form 1831.
- b) Doctors note or report detailing disability/illness and stating the member inability work.
- c) Disability pension pay stub showing they receive funds from disability.

Councils should make all efforts possible NOT to suspend our elderly members 70+ years of age.

Councils should make all efforts possible NOT to suspend members who are within 5 years of Honorary/Honorary Life.

Every Financial Secretary has received clear and concise instructions on this procedure. It is the **duty of the District Deputy** to make certain that they are being carried out by the Financial Secretary and Retention committee of each of the councils in his district.