

## Frequently Asked Questions by Members

**1. I received an email/postcard/phone call from a company asking for my personal information and a story about VFW Department of Ohio. Tell me more about the project.**

We have partnered with PCI (also known as Publishing Concepts) to produce an Oral History Publication for VFW Department of Ohio. PCI is a family owned business based in Dallas, TX that has published directories for educational institutions, fraternities, sororities, and military organizations across the nation for over 100 years. This project allows us to hear about your personal experiences from your time at VFW Department of Ohio and how the organization helped to shape your life since then. And, while we have you on the phone, we want to make sure your contact information is up to date.

**2. Does VFW Department of Ohio benefit from this at all?**

Yes, in a few different ways:

- Updated Information – allows us to effectively communicate with and engage members
- Legacy – sharing and collecting stories preserves the history of our organization
- Pride – wearing apparel shows support and love for our organization

**3. How do I know my information will only be used for Oral History Project purposes?**

PCI is committed to protecting your information. The names, addresses and information provided to PCI for the publication of the Oral History Project will be held confidential by PCI, except to the extent that they are utilized in, or in the preparation of, the Oral History Project and except as required by court order or law.

**4. I would like to verify or update my information and share a story. 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 Oral History Project. The representative will verify the information we have on file for you, make any updates where needed, and then ask you to share your story about your time at VFW Department of Ohio. Your story will be recorded and the sound clip provided to VFW Department of Ohio at the conclusion of the project.
- If you have received an email with an embedded link, you may go to the online site to review your information and submit a story.
- If you are living internationally or are unable to call the update line, please email [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com). PCI will send you a personalized link for you to share your written story and photo.

**5. How can I participate if I am Deaf/Hard of Hearing?**

If you would like to participate and are Deaf/Hard of Hearing, please email [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com). PCI will send you a personalized link for you to share your written story and photo.

**6. Can I choose what information prints in the publication?**

The only information that is included in the publication is your name, highest rank, and branch of service, along with your story and photo. No contact information is printed. When you call to update your contact information, it will only be used to update your member record for the organization. You may revoke consent for your story and/or photo to appear any time before <DATE> by contacting PCI's customer service helpdesk at 1-800-982-1590 / [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com).

**7. I updated my information but need some more time to think about what experience to share.**

You can call back at any time before <DATE> to share your story.

**8. I shared a story and the representative said I could send a photo. How do I do this?**

You will receive an email with a link to upload one photo (black and white or color) plus a caption.

If you have also purchased a book but do not have an email address on file, you will be sent a photo mailer to send a physical photo in to be printed (note: the photo will be returned if you include a self-addressed, stamped envelope).

**9. Can anyone purchase a book?**

The VFW Department of Ohio Oral History Publication is available for sale only to VFW Department of Ohio members.

**10. I ordered a book / package over the phone and would like to cancel my order. How do I do this?**

Contact PCI's customer service helpdesk at 1-800-982-1590 and they will take care of this for you.