



**ALPHA
GAMMA
RHO**

How to Collect Outstanding Balances from Alumni:

1. Review Chapter Aging Report Detail from OmegaFi
2. Develop a Communication Plan
 - Designate a point of contact
 - Set a timeline
3. Draft Clear and Professional Communication (see example below)
4. Send letter using different forms of communication (email or physical mail)
 - You can plan to text/call alumni you may have a personal relationship
5. Track responses
6. Offer payment options and instructions
 - Flexible plans (ie. Vault, check/bank transfer)
7. Send follow-up reminder
 - 2-3 weeks after initial message if no response received
8. Engage alumni advisers
 - Leverage relationships for alumni to reach out to their peers
9. Escalate in necessary
 - Send final reminder and list out consequences of non-payment (collections and/or being expelled from AGR)
10. Acknowledge Payments
 - Send receipt of payment
 - Express gratitude

Example of Initial Letter to Alumni with Outstanding Balance



ALPHA GAMMA RHO

[Date]

[Alumnus' Full Name]

[Address Line 1]

[Address Line 2]

Dear Brother [Last Name],

I hope this letter finds you well. As a proud member of Alpha Gamma Rho, you are part of a legacy that has made a lasting impact on our chapter, our university, and the communities we serve. Your contributions and commitment to our brotherhood have helped shape the traditions we hold dear.

I am writing on behalf of the [Chapter Name] Chapter to address an outstanding balance of **[\$[amount owed]**, which remains unpaid. This amount relates to [specific details of the debt, such as dues, event costs, or other financial obligations].

We understand that life's circumstances can sometimes make fulfilling financial commitments challenging, and we are more than willing to work with you to resolve this matter. Our goal is to ensure that all members of our brotherhood remain in good standing and maintain a positive relationship with the chapter.

1. **Online Payment:** [Provide a secure link or instructions for online payment]
2. **Check Payment:** Make checks payable to [Chapter Name] and mail to [Chapter mailing address].
3. **Payment Plan:** If needed, we can arrange a flexible payment plan to accommodate your situation.

We kindly ask that you reach out by **[specific deadline, e.g., December 15, 2024]** to settle your account or discuss an alternative arrangement. Please contact [Point of Contact Name, Title] at [phone number] or [email address] if you have any questions, concerns, or would like to set up a payment plan.

Your support is vital to the continued success of Alpha Gamma Rho and allows us to provide meaningful opportunities for our brothers. We greatly appreciate your understanding and attention to this matter, and we hope to work together toward a resolution.

Thank you for your continued brotherhood and dedication to Alpha Gamma Rho.

Fraternally,

[Your Full Name]

[Position Title]

Alpha Gamma Rho – [Chapter Name]

Example of Reminder Letter to Alumni with Outstanding Balances



[Date]

[Alumnus' Full Name]

[Address Line 1]

[Address Line 2]

Dear Brother [Last Name],

I hope this message finds you well. As a valued member of Alpha Gamma Rho and a contributor to the legacy of our [Chapter Name] Chapter, your ongoing connection to our brotherhood is deeply appreciated.

We are following up regarding an outstanding balance of **[\$amount owed]**, which remains unpaid. This balance pertains to [specific details of the debt, such as dues, event costs, or other financial obligations]. Our records show that this payment was originally due on **[date]**.

As a fraternity, we strive to foster lasting bonds and shared responsibilities among brothers. Resolving this matter is important not only for the chapter's financial health but also for maintaining the integrity of our alumni network.

1. **Online Payment:** [Insert link or instructions for online payment]
2. **Mail a Check:** Please make checks payable to [Chapter Name] and mail to [Chapter mailing address].
3. **Set Up a Payment Plan:** We understand that circumstances vary, and we're happy to discuss flexible payment arrangements if needed.

We kindly ask that payment or communication regarding your balance be made by **[specific deadline, e.g., December 15, 2024]**. If you have already made arrangements or submitted payment, thank you! Please contact us at your earliest convenience so we can confirm receipt and update your records.

To discuss your balance or payment options, please reach out to [Point of Contact Name, Title] at [phone number] or [email address]. Your prompt attention to this matter will make a significant difference in our chapter's ability to continue providing impactful programs and resources for current and future brothers.

Thank you for your commitment to Alpha Gamma Rho and for being part of our enduring legacy. We look forward to resolving this matter with you soon.

Fraternally,
[Your Full Name]
[Position Title]
Alpha Gamma Rho – [Chapter Name]

Example Text Message to Send to Alumni with Outstanding Balance

Hi [First Name], this is [Your Name] from Alpha Gamma Rho [Chapter Name]. We're following up regarding your outstanding balance of **[\$amount owed]**, which we'd like to resolve by [deadline]. Please let me know when you would like to discuss payment options.

Example Conversation Starter with Alumni that have an Outstanding Balance

Hi [First Name], this is [Your Name] from Alpha Gamma Rho [Chapter Name]. I'm reaching out regarding an outstanding balance of **[\$amount owed]** on your account with the fraternity. We'd like to work with you to resolve this by [deadline] and can offer flexible payment options if needed.