



Frequently Asked Questions – SHS Alumni Directory – October 2019

- 1. I received an email/postcard/phone call from a company asking for my personal information. They said they were working on a directory for Sandusky High School Alumni Association Is this a legitimate project, or is it a scam?**

We partnered with PCI (Publishing Concepts) to produce our new alumni directory. PCI is a company located in Dallas, TX that publishes directories for educational institutions, fraternities, sororities, and military organizations across the nation. This project allows the Alumni Association to receive important updates to our database so we know more about our alumni and how we can better serve you and future alumni.

- 2. Does Sandusky High School or the Alumni Association benefit from this at all?**

Yes, in a few different ways:

- a. Updated Information – Allows us to effectively communicate with and engage alumni
- b. Legacy – Preserves the history of our school
- c. Pride – Wearing apparel shows support and love for our school

- 3. How do I know my information will only be used for directory purposes?**

Sandusky High School Alumni Association has a contractual agreement with PCI that states:

- a. The names, addresses and information provided to PCI by Sandusky High School Alumni Association for the publication of the Directory will be held confidential by PCI, except to the extent that they are utilized in, or in the preparation of, the Directory and except as required by court order or law.
- b. The Directory will be made available only to alumni of Sandusky High School. Upon completion of the project, PCI will return to Sandusky High School Alumni Association any and all electronic files that have been supplied by Sandusky High School Alumni Association or produced by PCI in connection with the production of the Directory.

- 4. I would like to verify and update my information. 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 Sandusky High School project. The representative will verify all the information we have on file for you and make any updates where needed. One of the numbers for the Sandusky High School alumni is **866.509.1063**.

If you have received an email with an embedded link, you may go to the online site to review your information. If you have questions, you may call PCI's customer service desk at 1.800.982.1590.

- 5. Can anyone purchase a directory?**

The Sandusky High School Alumni Directory is available for sale only to Sandusky High School alumni.

6. When will I receive my directory?

The total duration of the directory project is about 10 months. Since we began the project in Oct 2019, the directories will be distributed in August 2020.

7. Can I choose some or all of my information not to be printed in the directory?

When you call to update your information, you can tell the representative what information you prefer to have excluded. You may also communicate this information to the PCI customer service desk at 1.800.982.1590 or to the Alumni Association directly.

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

Call the PCI customer service help desk at 1.800.982.1590 and they will take care of this for you.