

PCI Client FAQ

I received an email/postcard/phone call from a company asking for my personal information. They said they were working on a directory for the American Legion. Is this a legitimate project, or is it a scam?

We have partnered with PCI (also known as Publishing Concepts) to produce our new members 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 American Legion to receive important updates to our database so we know more about our members and how we can better serve you and future members.

How do I know my information will only be used for directory purposes?

Georgia American Legion has a contractual agreement with PCI that states:a. The names, addresses and information provided to PCI by Georgia American Legion 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.

The Directory will be made available only to members of Georgia American Legion. Upon completion of the project, PCI will return to Georgia American Legion any and all electronic files that have been supplied by Georgia American Legion or produced by PCI in connection with the production of the Directory.

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 project. The representative will verify all the information we have on file for you and make any updates where needed.

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.**

When will I receive my directory?

The total duration of the directory project is about 12 months.

I ordered a package containing the Discounted Companion Airline Certificate, but I haven't received the postcard requesting verification of my address.

For those who purchase a package containing the Discounted Companion Airline Certificate, they will receive a postcard within 2 -3 weeks and will direct them to go to the PCI website to initiate the certificate process by entering their ID # and order # (shown on the postcard) and verify their mailing address. Alternatively, the buyer can call a toll free number (also shown on the postcard) and leave a voicemail to initiate the certificate process.

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You will receive a business envelope that contains the guidelines, terms and conditions, as well as the certified voucher from Award Headquarters so you can begin to make your travel arrangements.

Basics of the certificate program:

The Discounted Companion Airline Certificate allows the holder to purchase two round trip tickets for a bundled rate.

The Certificate is:

200 US Destinations (continental US)

NO BLACKOUT DATES

40 Plus Airline Carriers

24/7 Online Booking

7-Day Advance Purchase

Frequent Flier Miles for Both Passengers

Low Price Guarantee

Fully Transferable

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 would prefer to have excluded. You may also communicate this information to the **PCI Customer Service Help Desk** at **1.800.982.1590** or to the Legion.

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.