



Frequently Asked Questions By Alumni

1. **Q:** I received a phone call from a company asking for my personal information. They said they were working on a directory for Mount Mary. Is this a legitimate project, or is it a scam?

A: The company we are working with to produce our new alumni directory is PCI: the data company (also known as Publishing Concepts.) PCI is a company that creates and publishes alumni directories for educational institutions. They are located in Dallas, TX, and their customer service number is 1-800-982-1590.

2. **Q:** I want to verify my information is correct. How can I do this?

A: There are a few ways to accomplish this. If you have received an email or postcard with a telephone number, you may call to speak with a representative who will walk you through the verification process. If you have received an email with a personalized URL, you may go to the online site to check your information. If you have questions, you may call PCI's customer service desk at 1-800-982-1590.

3. **Q:** How much does the directory cost?

A: A print or CD-ROM version of the directory is available for \$89.95 plus \$9.95 shipping and handling. You can also order the print directory together with the CD-ROM for \$129.95 plus \$15.95. (This package comes with a complimentary companion airline voucher. It is essentially a "buy-one-get-one-free" airline ticket.) You can also order a package containing the print directory, the CD-ROM, the companion airline ticket, and the "Pride of Alumni" collection. The Pride of Alumni collection contains special merchandise imprinted with the Mount Mary logo. This package is available for \$179.95 plus \$19.95 shipping and handling.

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

A: Call the PCI customer service help desk at 1-800-982-1590, and they will take care of this for you.

5. **Q:** When will I receive my directory?

A: The total duration of the directory project is about 12 months. Since we began the project in March, 2010, the directories will be distributed in March 2011. (If you ordered a Pride of Alumni Collection, these will be distributed at the same time as the books.)

6. **Q:** I ordered a package containing the Companion Airline Voucher, but I haven't received the email with my voucher number.

A: Vouchers are distributed within 4-6 weeks of receipt of payment. If this time has elapsed and you have not received your voucher, please call the PCI customer service desk at 1-800-982-1590 to request your voucher to be sent.

7. **Q:** Someone at PCI called me a few months ago about the alumni directory. I didn't place an order at the time, but I would like to now. Can I still do that?

A: If the directory has not yet been printed, you can still reserve a copy at the regular price. If the directory has already been printed, you can purchase a directory for \$106.90 (while supplies last.)

8. **Q:** Can I choose for some or all of my information to not be printed in the directory?

A: Absolutely. You may tell the caller what information you would prefer to have excluded when you call to update/verify your information. You may also communicate this information to the PCI customer service desk or to the Alumni Association.

9. **Q:** Can anyone purchase a directory?

A: The Mount Mary Alumni Directory is available for sale only to Mount Mary alumni.