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TO: National Line Officers
Department and Chapter Commanders and Adjutants,
National Directors

FROM: Douglas K. Wells, Jr., National Membership Director

DATE: January 12, 2023

SUBJECT: Deceasing message

As DAV does not utilize Social Security numbers to decess constituents from our rolls, from time to time individuals are erroneously removed from our system. Below are some talking points to assist you should you receive questions about this when speaking with members, supporters or the public.

- First, let me tell you I am sorry this error happened. The incorrect labeling of a loved one or friend as deceased can be upsetting.
- DAV works to protect your private personal information while also striving to maintain accuracy in our constituent system.
- Currently, DAV uses a third party to assist with providing a list of constituents who are probable matches for being listed as deceased.
- DAV does not share personal identifying information to the third party like a member's birth date, nor maintain any constituent social security numbers.
- Unfortunately, there is room for the rare error, which we can fix when brought to our attention.
- Please call the national membership department at 1-888-236-8313 or email MembershipPublic@dav.org if you have a question about a membership status.

Douglas K. Wells, Jr.
National Membership Director

DKW: cmm

cc: National Executive Committee
Interim Committee Members
National Service Officers

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Please open the attachment to view important details regarding deceasing message.

