

# LAPSED GIVER TRACKER

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<b>Ministry Partner</b>	<b>Phone Number</b>	<b>Past Gift Amount</b>	<b>Date Contacted</b>	<b>Giving again?</b>	<b>Making up missed months?</b>	<b>Follow Up Complete</b>
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2.						
3.						
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18.						
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20.						

# LAPSED GIVER TOOLS

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## **Pre-Call Email or Text Message Template**

Hi, (name). We haven't talked in a while. Is there a time in the next few days that I could give you a call?

(Your name)

## **Lapsed Giver Phone Script**

Hi, (name). Do you have a few minutes to talk?

[If yes...] How are things with you? [Catch up briefly.]

I was looking through our/my financial records from The Navigators, and I noticed the last gift from you was in (month). You've normally been so consistent in your giving that I thought I'd better contact you to see if this was intentional, if everything is OK with you, if there's some glitch in our system, or if there's something else I should know about.

[Wait for answer. If your partner is experiencing hardship, listen, pray, and care for your friend. But if your partner stopped giving because of a credit card issue, they lost their giving receipt, etc., help them resolve the problem. If they want to start giving again, offer to provide what they need.]

Thanks for this conversation today. I/We want you to know how much we appreciate you!

## **Post-Call Email Template**

Hi, (name).

It was so great catching up with you on the phone. [Reference something you talked about.]

I'm grateful you'll continue on as ministry partners to help me/us reach...[fill in ministry target, e.g., young professionals in Seattle or students at KSU]. Thank you!

Here's info to make resuming your monthly giving easy and convenient.

- Manage your giving online at [navigators.org](http://navigators.org)
- Call The Navigators Ministry Partner Care team at (866) 568-7827 (toll free)
- Go to my giving page: [navigators.org/staff/NavID](http://navigators.org/staff/NavID)

If you need anything, have questions, or hit a snag, please let me know, and I'll be glad to help.

Thanks again. It's so great to have you as a partner in ministry with us/me!

[Your name and phone number]