

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 University of Arizona Alumni Association. 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.

5. **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.

6. **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 October of 2009, the directories will be distributed in October of 2010. (If you

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