



International Convention Alcoholics Anonymous

July 2–5, 2020 | Detroit, Michigan

Love and Tolerance Is Our Code • Amour et tolérance, voilà notre code • El amor y la tolerancia son nuestro Código

December 19, 2019

Dear friend,

Thank you for being a monthly contributor to the General Service Board of Alcoholics Anonymous through the www.aa.org website. As we continue the system-wide upgrade of our online business functions, we have discovered some problems that are impacting the users of our online contributions website:

1. Credit cards cannot yet be edited or deleted from an account.
2. Recurring contribution dates cannot yet be changed.
3. Contributors cannot stop payments on recurring contributions at this time.
4. In addition, if there is a credit card change, we at G.S.O. currently must deactivate the contributor's account and the contributor will have to log back in and reenter their credit card information.

We apologize for these inconveniences. Sustaining online contributions from you and other A.A. groups and members are a major source of support for the services of General Service Office and our great team is focused on bringing forward solutions as quickly as we can.

Therefore, as a contributor, if you would like to change any of your account information, we ask you to call Awilda Rivera, Contributions Supervisor at G.S.O., (212) 870-3208. Our goal is to deliver the best possible service to our groups and members—and, in this effort, we look forward to hearing from you. If you have any questions, please feel free to ask.

In actual terms, your contributions enable us to ship out 14,000 booklets, pamphlets and miscellaneous items every day; to distribute nearly 5,000 Big Books available in 71 different languages; to answer more than 40 phone calls a day from members or others interested in A.A.; and to respond quickly to more than 250 email inquiries each day. And these are just some of the services your contributions help to provide.

As always, we are most grateful for the support you have shown for G.S.O.'s service to our Fellowship and ask for your continued patience and good will as we work together through this period of transition.

In fellowship,

Greg

G. Gregory Tobin
General Manager