**Donor Community**

**Phone script – Past Donors**

Hi, is this <Donor Name>?

Hi <Donor Name>, This is <Caller’s Name> from Be The Match.

I’m calling to invite you to a new private Donor Community on Facebook.

We are finding that when some registry members are called as a match, they are hesitant because they may be nervous or have questions like “Does it hurt?” or “How can I take off work or miss classes?”

We at Be The Match® can tell people what to expect, but members want to hear from real donors to better understand what the donation experience is truly like.

Do you want to hear a little bit more about the group? Great.

The Donor Community is a private group on Facebook that connects donors like you to registry members who were recently called as a potential match. As I said before, the group is new. To help build the online community, we are inviting past donors like yourself to join.

As a donor, you may feel that everyone should say YES, but it’s important to remember that members have the right to change their mind at any time and that donating is always voluntary.

However, by interacting with past donors who have been through the process, members may more fully understand what donating means and what the process is truly like. That way, they can make a more informed decision.

This is an opportunity to share what you know, what you learned and potentially help more patients get the transplant they need.

Do you have any questions so far?

I have a little more information on how you could expect to interact with this online group. As someone who has donated, we’d love for you to share your donation story – most likely, members won’t know anyone who has actually donated. This is a chance to tell them what it was like.

In addition, we’d like for you to post questions to see what others are curious about, and then help respond with answers.

If you are interested, I can send you a link to join the group. Would you like me to send that? Great.

Please know that everyone here at Be The Match truly appreciates all of our donors – you are all amazing! Thanks again. Bye.