Frequently Asked Questions by Members

1. I received an email/postcard/phone call from a company asking for my personal information and a story about Air Force Association. Is this a legitimate project or is it a scam?

*It is legit!* We have partnered with Publishing Concepts Inc. (PCI) to produce an Oral History Publication for the Air Force Association (AFA). PCI is a family-owned business based in Dallas, TX that has published directories for educational institutions, fraternities, sororities, and military organizations across the nation for almost 100 years. This project allows AFA to hear about your personal experiences and explain how AFA has helped shape your lives.

2. Does the Air Force Association benefit from this at all?

*Yes!* In several different ways:
- Accurate Membership information helps us confirm who is in the fight with us to support our Air and Space Forces family!
- The AFA Legacy Book complete with our AFA story helps us to honor and preserve our Air Force and Space Force heritage.
- Donations to AFA’s Wounded Airman Program helps our wounded, ill, and injured wounded warriors, caregivers, and their families and ensures they are always supported and never forgotten.
- AFA 75th Anniversary merchandise proceeds support our organization’s mission, including unrestricted funding support for AFA programs and show our AFA pride!

3. How do I know my information will only be used for Oral History Project purposes?

*We’ve got your back!* AFA and PCI are committed to protecting your personal information and taking precautionary measures to ensure the safety and protection of your membership data. The names, addresses and information provided to PCI for the publication of AFA’s Oral History Project will be held strictly confidential by PCI, except to the extent that they are utilized in, or in the preparation of, AFA's Oral History Project and except as required by court order or law. Upon completion of the project, PCI will redact PII (Personal Identifiable information) from any and all
electronic files that we have supplied or were produced by PCI in connection with the production of AFA's Oral History Project.

4. I would like to verify or update my information and share a story. How may I do this?

   Thank You!
   • If you have received a postcard or an email with a telephone number, you may call the number to speak with a dedicated representative for the Oral History Project. The representative will verify all the information we have on file for you, make any updates where needed, then ask you to share your story about your time with AFA. Your story will be recorded, and the sound clip provided to AFA at the conclusion of the project.
   • If you have received an email with an embedded link, you may go to the online site to review your information and submit a story.
   • If you did not receive a postcard or email, you may call AFA’s Membership Department at 703-247-5800

5. Can I choose what information prints in the publication?

   Sure! When you call to update your information, you can tell the representative if you prefer any of your information be excluded. You can also communicate your preferences to PCI’s customer service helpdesk at 1-800-982-1590 / customerservice@publishingconcepts.com or to the Association directly.

6. I updated my information but need some more time to think about what experience to share.

   Take Your Time! You can call back at any time to share your story.

7. I shared a story and the representative said I could send some photos. How do I do this?

   Please stand-by for a link! You will receive an email with a link to upload up to two photos (black and white or color) plus captions.

   If you have also purchased a book but do not have an email address on file, you will be sent a photo mailer to send physical photos in to be printed (note: photos will be returned if you include a self-addressed, stamped envelope).

8. I’d like to add / remove info from my story.

   Not a problem! You will receive an email prior to publication with a link to review your transcribed story and make any edits.

9. Can anyone purchase a book?

   Join the Fight! The Air Force Association Oral History Publication is available for sale only to Air Force Association members.

10. When will I receive my book?

    Very soon! The total duration of the Oral History Project is about 12 months. Since we began the project in May 2021, the books will be distributed in May/June 2022.

11. I ordered a book / package over the phone and would like to cancel my order. How do I do this?
Ready to help! Contact PCI’s customer service helpdesk at 1-800-982-1590 and they will take care of this for you.