



Driving Public Policy

Keys to Success: Call Your Elected Official

From time to time, it may be quicker and more effective to call your elected official. The following tips may be helpful in making such calls.

- **Calls should be placed to the Washington office when Congress is in session. During legislative recesses, call the district office.** Do not worry if you are unsure which office to call; calls to any of your legislator's offices will reach him or her.
- **Ask to speak to your elected official directly.** On occasion, however, time will not permit him or her to receive or return the call personally. If your legislator is not available, ask to speak to the staff assistant handling your particular issue.
- **Identify yourself and your position/affiliation with Volkswagen Group of America.** Be sure to identify yourself as a constituent who lives and/or operates a business in the legislator's district.
- **Get to the point:** Succinctly state the reason for your call, and if you are calling about a piece of legislation, ask your legislator to support or oppose the specific measure. (For example: "I am calling to urge you to oppose HB 10, which would raise the tax on certain automobiles.") Focus on just one issue per telephone call.
- **Briefly explain why you support or oppose the measure.** In your own words, tell the legislator or his staff how the measure would affect you, Volkswagen Group of America, your employees, your family, and/or your community.
- **Ask what your representative's position is on the issue.** If their position is the same as Volkswagen's and yours, express agreement, appreciation, and offer to provide reinforcing data or assistance if it would be helpful.
- **OR** If their position is different from Volkswagen's and yours, politely express disappointment and offer factual information supporting your views. Explain how the legislation would impact you and the company based on your personal experience. Remember, you are not expected to be an expert on the issue. Be honest and provide your unique perspective, based on your personal knowledge, experience and understanding of the issue.
- **Don't be shy about asking your elected official to support or oppose the measure.** In doing so, be sure to be friendly and respectful, not confrontational.
- **Conclude the call by thanking your elected official or aide for their time.**