

Christian Congregation of Jehovah's Witnesses



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SDE:SSP July 31, 2019

TO ALL BODIES OF ELDERS

Re: Frequently Asked Questions Regarding Congregation Persons Feature

Dear Brothers:

Following the letter to all congregations, dated July 9, 2019, concerning new features on jw.org, we are writing to provide further clarification regarding the one-time verification, and the setup of the new “Congregation Persons” feature on my.jw.org. Below are some frequently asked questions we trust you may find useful:

1. What action should I take when a person is listed as an elder, ministerial servant or regular pioneer, but is not serving in that capacity?

A technical error was the cause of this discrepancy. This is now rectified. However, if you note that a person is still incorrectly listed as an appointed person, please send a message to the Service Department via jw.org e-mail.

2. Should I “Verify” a person in the one-time verification who has not been disfellowshipped or disassociated, but who is inactive or has not associated with the congregation for some time?

Yes. Unless a person has moved, or been disfellowshipped or disassociated, the individual is still a publisher in the congregation. “Verifying” a person does not mean that they will qualify for expanded service.

3. What should I do if the exact “Moved” or “Deceased” date of a publisher is not known?

Reasonable efforts should be made to ensure that dates are accurately recorded. However, if the exact date is unknown, enter an estimated date.

4. Why can I not submit a recommendation for an elder, ministerial servant or appoint a new regular pioneer?

In paragraph 4 of the *Congregation Persons JW.ORG Feature Instructions for Congregation Secretaries* form, it explains that transfers, or new appointments, cannot be submitted **until this one-time verification has been completed**. Also, as explained, all future transfers and appointments will now be made using the new “Congregations Persons” feature. Therefore, the verification process should be completed as soon as possible.

5. When an elder, ministerial servant or regular pioneer moves into the congregation with a positive recommendation, should I create a new person so they can now be recommended for appointment?

No. As explained above, the person should be transferred using the “Congregations Persons” feature, and following the transfer procedure outlined in the *Congregation Persons JW.ORG Feature Instructions for Congregation Secretaries* form. By creating a new person when someone has already served in an appointed capacity will create a duplicate record and cause problems during the appointment process. Also, in the case of a transfer,

both congregations involved will need to complete the one-time verification before the transfer can be completed.

6. How do I transfer a regular pioneer, elder or ministerial servant who moves from a congregation outside my branch territory?

If a regular pioneer, elder or ministerial servant moves into your congregation from outside the Britain branch territory, you will need to write to the Britain branch Service Department, providing the individual's name, previous congregation name, and country. The Service Department will be able to assist you in the transfer. Please note that you will be notified in the coming months when the ability to transfer globally is activated.

If further clarification is needed on this new process, details will be added to the "Announcement" section on your jw.org login. Please be assured of our warm Christian love and best wishes.

Your brothers,
*Christian Congregation
of Jehovah's Witnesses*