

Family Focus Broadcasting



Broadcast Code



2010

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Definitions

- Code = Broadcasting policies
- Stakeholders = clients, customers, staff, public
- FBN = Family-Focus Broadcasting Network
- Church = The Body of Christ

PREAMBLE

Christians are commanded to share the gospel –

Jesus' final command to his followers before His ascension was that they should "Go into all the world and preach the good news to all creation" (Mark 16:15) and "make disciples of all nations" (Matthew 28:19). Telling others about Christ and his teachings is central to the Christian life (1 Peter 3:15-16).

The broadcast media is probably the most influential means of communicating this message throughout the world.

RADIO ISAAC 98.1FM "The Promise" (hereinafter referred to as "ISAAC") is the fulfilment of a promise given to us by God that He will bring forth a Radio Station that is truly gospel and one that is identified by the meaning of its name:

I – Inspirational,

S- Spirit-led,

A – Anointed,

A – Appointed,

C – Christ-centered – I.S.A.A.C.

ISAAC therefore is an avenue of FBN to fulfil Christ's final command through collaboration with the Church (the Body of Christ on earth) and the use of media technology.

The purpose of FBN's broadcasting policies ((hereinafter referred to as "Code") is to encourage programming that reflects the principles of excellent biblical standards in broadcasting and at the same time breaks down prejudice and discrimination according to the local laws and regulations; and to prevent the broadcast of material which can be considered harmful.

While FBN seeks to promote harmony and diversity in contributing to a cohesive, inclusive and culturally diverse community; we also believe that the general public looks to us to bring conformity to ethical standards to our broadcasting, programming, business, management, financial, and relational responsibilities. It is in this regard that all stakeholders associated with the work or broadcasting of material through FBN should take note of FBN's Statement of Faith and comply with the Code as listed hereunder.

FBN further believes that this Code is more important now than ever before and that all individuals involved professionally in gospel broadcasting and related matters, and others who are supporters or interested ministers or staff should demonstrate a higher level of faithfulness, obedience and accountability if the Church is to remain on track to achieve its mandate in all the earth and to retain the highest level of media communication standards in T&T.

All stakeholders are therefore asked to observe not only the letter of the Code, but the **spirit of the Code** in so far as it applies to them. Contravention of the Code may lead to sanctions, at the discretion of FBN, including: service suspension, cancellation and/or expulsion from FBN, as a stakeholder of FBN.

FBN'S VISION

To be a dynamic pioneering Christian organisation presenting the full gospel of Jesus Christ through communication technology to all nations; imparting life and truth to families thereby bringing about spiritual growth and positive change globally.

FBN'S MISSION

To provide to our stakeholders, ministry, inspiration and information that glorifies God, through a platform of innovative electronic and print media, outreach programmes, effective, fervent prayer and committed, Christ-centred professionals.

FBN'S CORE VALUES

Christ-centeredness

Teamwork

Morality

Integrity

Excellence

Loyalty

FBN'S WATCHWORDS

'Excellence and Professionalism in Ministry'

Ephesians 4:29

"Let no corrupt communication proceed out of your mouth but that which is good to the use of edifying, that it may minister grace unto the hearers" Excellence and Professionalism in Ministry.

Zechariah 4:6

"It is not by might nor by power but by the spirit of Almighty God", that we aim to reclaim, restore, renew, re-establish and occupy till he comes.

FBN's STATEMENT OF FAITH

The stakeholders of FBN believe:

- In one God, Creator of all things, eternally existing in a Trinity of persons, Father, Son and Holy Spirit.
- In man's fallen and sinful condition and his need for personal forgiveness.
- Our Lord Jesus Christ, the only Son of God, was conceived by the Holy Spirit and was born of the Virgin Mary. "The Word was made flesh and dwelt among us".
- In the perfect sinless life of Christ on earth, in His substitutionary and atoning death on the cross.
- In the bodily resurrection of Christ on the third day and His ascension to the right hand of the Father who has given Him all power in heaven and on earth.
- That true repentance and faith in The Lord Jesus Christ alone are essential for the salvation of sinful man and there is no other way to God except through Him.
- In the second coming of the Lord Jesus Christ, with power and great glory to judge the living and the dead, those that are lost unto eternal punishment and those that are saved in Christ unto eternal life.

- In the present ministry of the Holy Spirit by whom regenerated Christians are indwelt and by Whom they are enabled to love, worship and serve the Lord Jesus Christ in the world.
- That the Holy Bible was verbally inspired by God without error as originally given and is the supreme and final authority on all matters of faith and conduct.
- In the unity of the Church universal, made up of the company of born again believers, otherwise known as the Body of Christ, of which Christ is the Head.
- That revelation is progressive and that the Holy Spirit continues to lead His Church into more and more revealed truth that is always consistent and in harmony with the written Word of God.
- That there is a heaven as the reward of the believer beyond death, including a bodily resurrection from the dead. Likewise, there is a hell as the reward of the unbeliever beyond death, including a bodily resurrection to live in everlasting torment and separation from God.
- That the Great Commission was given by Christ and is binding on every believer to go into all the world preaching the Gospel of the Kingdom of God to every creature, making disciples of all nations, and that every believer is a minister of reconciliation.

1. STAKEHOLDERS REQUIREMENTS

- 1.1 The Station requires:
- (a) Biographical information on you and background information on your organization.
 - (b) The names, addresses and telephone numbers of at least three persons who will serve as doctrinal and business references.
 - (c) That you have the approval of the organization that you are representing
 - (d) That you indicate your agreement with our Code herein by signing and returning the last page of this document.
 - (e) A pilot of your programme be provided for review
- 1.2 An evaluation of your application will be done. This includes a **reference check** of your background, the information given and a review of your pilot programme.
- 1.3 After evaluation, if the programme is accepted, a broadcast agreement will be sent be sent for your approval and signature.
- 1.4 Programmes will go on the air according to the broadcast agreement's starting date, day, time, promo, spots, **and after receipt of advance payment.**
- 1.5 **Accountability.** Stakeholders involved on a professional or business level with FBN are invited to:

- (a) Inform FBN of any previous history of insolvency or debt related problems, pending legal issues, substantial accusations concerning their lifestyles and or behaviour that raises questions on the compliance with instructions given to leaders in 2nd Timothy. Acceptance or continued business will then be at the discretion the Management of FBN.
- (b) Inform FBN immediately concerning the above otherwise the stakeholder fails to comply with the code and if requested to do so by FBN shall stand down from business relations with FBN until such time that the matter has been reasonably resolved

2. STAKEHOLDER CONDUCT

2.1 All stakeholders undertake to:

- (a) Accept FBN's statement of faith
- (b) Ensure so far as possible that their conduct and media output, including programming, publishing and advertising, do not conflict with this Code including the above Statement of Faith
- (c) Conduct themselves with integrity, honesty, morality and kindness.
- (d) Comply with The Broadcast code of Trinidad & Tobago.
- (e) Avoid poor practice, professional misconduct and/or criminal offence.
- (f) Declare to the Management of FBN, all Court judgments or relevant rulings, with which they are or

have been involved, including internal disputes within their organization.

- (g) Not disclose or make use of any information obtained in confidence from their association with FBN employees, suppliers, clients or any other source without prior express consent.
- (h) Adhere to the principle that all information created by, or on behalf of, an organisation is the property of that organisation and shall not be transferred or utilised without the express permission of that organization.

2.2 FBN shall:

- (a) Ensure that all monies received and intended for FBN are delivered and properly recorded/accounted for and or used only for the purposes for which they are intended.
- (b) Endeavour to involve professional as well as spiritual arbitration to resolve any issues, in order to avoid legal action, in the event of disputes.

2.3 Practice

Stakeholders involved on a professional, ministerial (including the position of a member of the five-fold ministry) or business levels are expected to:

- apply best business practice,
- honour agreements (verbal or written) with suppliers, employees and customers, including FBN.

2.4 Competence

Stakeholders are expected to strive to sustain a high level of competence in all aspects of broadcasting, production, publishing, marketing, creative writing, administration and management for the development of the Christian faith.

3. PROGRAMMING GUIDELINES

3.1 FBN will broadcast material which:

- (a) is in a style or language that the average listener can understand
- (b) contributes to the sanctity of family life
- (c) maintains high standards and professionalism in all aspects of broadcasting including in selection and use of sponsorship and advertising where this applies
- (d) is consistent with biblical principles even as it relates to resolving disputes, using the peacemaker principles

3.2 FBN WILL NOT broadcast materials that:

- (a) incite, encourage or can be considered violent or brutal
- (b) stimulate news or events in such a way as to mislead or alarm listeners
- (c) present as desirable, values that are inconsistent with biblical principles.

3.3 FBN will avoid censorship wherever possible; however, consideration shall be given to the audience; the context; the degree of explicitness; the propensity to alarm, distress or shock; theological evidence and the social importance of the event.

- 3.4 FBN **WILL NOT** broadcast or promote material which may stereotype, incite, vilify, or perpetuate hatred against, or attempt to demean any person or group on the basis of ethnicity, nationality, race, chosen language, gender, religion, age, physical or mental ability, occupation, cultural belief or political affiliation. The requirement is not intended to prevent the broadcast of material which is factual, or the expression of genuinely held opinion in a news or current affairs program, or in the legitimate context of a humorous, satirical or dramatic work.
- 3.5 FBN will establish programming practices which protect children from harmful program material.
- 3.6 FBN in observance of privacy laws will:
- (a) respect each person's legitimate right to protection from unjustified use of material, which is obtained without an individual's consent, or other unwarranted and intrusive invasions of privacy;
 - (b) not broadcast the words of an identifiable person unless:
 - (i) that person has been informed in advance that the words may be transmitted; or
 - (ii) in the case of words which have been recorded without the knowledge of the person, the person has subsequently, but prior to the transmission, indicated consent to the transmission of the words; or

(iii) the manner of the recording has made it manifestly clear that the material may be broadcast

3.7 News and current affairs programs (including news flashes) programs should:

- (a) provide access to views under-represented by the mainstream media;
- (b) present factual material accurately and ensure that reasonable efforts are made to correct substantial errors of fact at the earliest possible opportunity;
- (c) clearly distinguish factual material from commentary and analysis;
- (d) not present news in such a way as to create public panic or unnecessary distress to listeners;
- (e) not misrepresent a viewpoint by giving misleading emphasis, editing out of context or withholding relevant available facts.

3.8 When broadcasting material on non-Christian people and issues, FBN will take care to verify and observe the best way to respect non-Christian groups and cultures and customs by using the appropriate words and phrases for referring to any such groups and will avoid prejudicial references to, or undue emphasis on such persons or religions.

4. PROGRAMMING & PROGRAMME CONTENT

All programmes must be compatible with the format and message content of ISAAC.

4.1 Politics:

Our messages are intended to be broadcast into the territories of other governments to individuals of varying political points of view. We should therefore require that no PARTISAN political references, either direct or implied, be contained in any programme.

4.2 Doctrinal Issues:

Our primary objective in broadcasting is to minister to the spiritual needs of individuals by emphasizing the Word of God. Therefore, the emphasis of all of our programming should be the preaching and teaching of the Word of God, and accordingly the denominational distinction in doctrinal subjects should be stated or discussed in a non-controversial and non-dogmatic manner. Such distinction may include: controversial baptism issues; how the sacraments are administered; sinless perfection; prosperity; charismatic vs. anti-charismatic issues; pre, mid, and post tribulation rapture and others. We are required under the constitution of Trinidad and Tobago to respect the religious rights and freedoms of every person. Sound Biblical doctrine **must be** taught clearly **but must not** send mixed messages and cause confusion to the listeners nor contravene the conditions of the broadcasting license.

4.3 Other Religions And Denominations:

Derogatory statements about any religion or denomination or their adherents are not permitted in keeping with the Broadcast Code of Trinidad and Tobago.

4.4 Counselling & Follow Up

- (a) Offers of spiritual counselling, literature including your mailing address and telephone numbers and other items may be incorporated as part of your programme. We encourage follow up.
- (b) Due to legal actions that have been brought against various ministries and ministers, direct counselling on the air is not encouraged. General advice may be given, but nothing of a direct nature for a specific problem unless the presenter is recognized as a practicing professional in the particular field under the laws of Trinidad and Tobago. Successful experiences in similar situations may be shared without telling a listener to do something specific.

4.5 Placing the presenter, the producer and the station in a situation that may cause a lawsuit must be avoided at all times.

4.6 FBN will keep a recorded copy of your programme for a period of no less than six months to cover the limitation period for libel suits in Trinidad and Tobago.

4.7 You and/or your organization hereby agree and undertake to be completely responsible for, and to indemnify FBN against any loss, liability, damages, or other legal consequences, which FBN might incur as a result of anything said or implied on the air by you and your organization.

4.8 Music

ISAAC is a Gospel station and as such, music used should enhance the message presented and exalt the Lord Jesus Christ.

- (a) In the case of music from artistes, attention shall be paid not just to the music but the lifestyle of the artiste.
- (b) In the event that an artiste whose music is played on the station falls into sin but has publicly repented, the music may still be played at the discretion of the Programme Manager. However if the artiste has publicly declared that he is no longer a Christian or has taken a position that is contrary to traditional Christian beliefs(e.g. admission of homosexuality), playing of the music will cease immediately.
- (c) Inspirational music re-sung by Christian artistes will be allowed at the discretion of the C.E.O.
- (d) The playing of Christmas music will begin on Oct 1 and end on Jan 6 each year.

4.9 Programmes **MUST NOT Contain:**

- (a) Any statement of a partisan political or racist nature or implication.

- (b) Any attack or attempt to degrade any religion, body or individual.
- (c) Any solicitation of gifts, donations and offers to sell products or literature that **in the opinion of FBN** is done in an overbearing fashion or considered in bad taste.
- (d) Any doctrine contrary to Family Focus Broadcasting Network's doctrinal statement / statement of faith.
- (e) Any item that could lead to a lawsuit against FBN.
- (f) Contents that conflict with the commandments of God.

4.10 FBN Reserves The Right To:

- (a) FBN reserves the right to refuse to play any song which it deems to be in contravention of its stated mandate and policies.
- (b) The station reserves the right to reject programmes with music or content that contravenes FBN's Code and the Broadcast Code of Trinidad and Tobago
- (c) To either edit or completely reject any programmes of poor audio (**or grammatical**) quality and any programme which violates this code. The decision to do so will be communicated to the client.
- (d) Stop a programme whether live or recorded if the contents are deemed to be in breach of FBN's **Code**.

- (e) Reject any commercial whose content is deemed to be offensive or not in keeping with the standards and policies set out in this document.
- (f) Pre-empt any programme to facilitate in-house programming, Government Broadcasts, National emergencies or Outside Broadcasts. In such a case, the clients will be notified 48 hours in advance
- (g) Use disclaimers after the airing of a programme that is deemed to be in breach of FBN's Code

The decision of FBN on the acceptability of any programme shall be final.

4.11 Government Programmes/Broadcasts

- (a) By law, each station is required/mandated to air government features and addresses sent to its station and usually at a stipulated time to facilitate simultaneous broadcast on all stations.
- (b) In such instances, clients affected will be contacted and given alternative airtime

4.12 Length of Programmes

All programmes must be timed to allow for station Ads and programme identifications (i.e. promos) **at the start, finish or during the scheduled programme.**

Therefore programme lengths must be as follows:

Type of Programme	Actual Length of Programme (Total Duration)
5 minute	4 minutes
10 minute	8 minutes
15 minute	13 minutes
25 minute	23 minutes
30 minute	28 minutes
45 minute	43 minutes
60 minute	58 minutes

These programme times are in keeping with those of the industry.

4.13 Ministry Time

- (a) Shall be between 1-4pm and 8-10pm Monday to Friday, 2-4pm and 8-10pm on Saturdays and 8-12pm on Sundays.
- (b) Programme content during this time shall be primarily for the preaching and teaching of the word to bring knowledge, instruction and edification to the listener.
- (c) Any exceptions to this shall be at the discretion of the Programme Manager.

4.14 One-Off Programs

New clients wishing to do one-off programs are required to follow the same procedure as if they were engaged in a formal long term contract. All one-off programs must be pre-recorded **and prepaid at the current open rate card.**

4.15 Interviews

- (a) All interviews must have the approval of the Program Manager
- (b) Guests arriving late will have their time reduced at the discretion of the Programme Manager
- (c) Guests not showing up for interviews will have their time forfeited
- (d) The client is to provide all necessary background information on the guest and nature of the interview.
- (e) Guests unable to attend a scheduled interview should inform the Programme Manager/Traffic Supervisor at least one hour in advance
- (f) **All one off interviews must be paid in advance.**

5. TECHNICAL REQUIREMENTS:

- 5.1 Programmes will no longer be accepted on cassettes.
- 5.2 All pre-recorded programmes not produced by FBN (be they on CD/email) must be complete upon delivery and dropped at the station 48 hours (2 working days) before they are due to be aired.

- 5.3 Programme producers who do not have the technical ability, professional equipment and studios or time to produce high-quality programmes may use FBN's facilities and resources at an additional charge and subject to availability.
- 5.4 All CDs/**programmes** must be addressed to the Traffic Department and must be clearly labelled, showing the programme name and time and date of airing of each programme.
- 5.5 The Traffic Supervisor in conjunction with the Technical Operations Manager will screen all programs to ensure compliance with technical requirements as well as content.
- 5.6 Programs/Commercials may be sent via e-mail (**in mp3 format**), 48 hours in advance, however it is the duty of the client to ensure that the correct e-mail address is used (traffic@isaac981.com, traffic@gmail.com) and that the above requirements are complied with.
- 5.7 It is the duty of the shift announcer to ensure that all in-studio technical requirements and programmes are in place.
- 5.8 The station reserves the right to repeat a programme or substitute music, whenever programmes are not delivered on time or when CDs are damaged or of poor (audio or grammatical) quality.

- 5.9 In the case of a repeat programme, the client is still expected to pay for the airing (and where necessary editing) of such programme.
- 5.10 A client is allowed to have a substitute minister if he unable to attend himself. However in cases where the client is unable to have anyone substitute for him, he is still liable to pay for the program.
- 5.11 CD boxes and shipping cartons must be strong enough to protect the CD. They must be labelled with your program name to avoid confusion.
- 5.12 Mail or deliver CDs to:
Family Focus Broadcasting Network
#115 Woodford Street, **Newtown**, Port of Spain.
Telephone # - 628-0904 / Fax # - 628-3108
- 5.13 **Phone in Programmes** are not permitted as a rule due to the general poor quality of reception on air. Any exceptions to this rule will be at the discretion of the Programme Manager.
- 5.14 **Outside Broadcasts (OB)**
- (a) **No client shall have an OB in another person's time**
 - (b) Clients wishing to do an outside broadcast shall make their application in writing through their Marketing Representative no less than 2 weeks in advance.

- (c) The Marketing Representative is required to fill out the related application form which must be approved by the Program Manager, Traffic Supervisor and Technical Operations Manager.

6. COMPLAINTS MANAGEMENT

The purpose of this section is to outline the most appropriate way for the station to respond to complaints, and other comments from our stakeholders and members of the public.

- 6.1 FBN acknowledges the rights of our stakeholders to comment and make complaints in writing concerning:
 - (a) compliance with the Codes of Practice or a condition of the service contract;
 - (b) program content; and
 - (c) the general service provided

- 6.2 FBN will make every reasonable effort through an appointed Complaints Committee or nominated Officer of FBN (eg Programme Manager, President/CEO, General Manager/Vice President) to resolve complaints, except where in the opinion of the committee/FBN Officer, the complaint is not made in good faith or is clearly frivolous or vexatious

- 6.3 FBN will ensure that:

- (a) complaints will be received by a responsible person in normal office hours;
- (b) complaints will be acknowledged within 72 hrs., conscientiously considered and investigated if necessary
- (c) complaints will be responded to in writing within 45 days of receipt .
- (d) A record of complaints in a permanent form will be maintained, for a period of at least 1 year, by a responsible officer of FBN.

6.4 Complaints to be investigated must be made in writing

6.5 FBN will entertain complaints made within a period of 30 days of the airing of the programme

6.6 FBN will provide approximately 50 on-air announcements every year containing information about our Broadcast Code.

6.7 The Complaints Process

In managing complaints concerning any matter of FBN, our station will pursue the following commitments:

- A fair, transparent and impartial investigation process;
- To make all reasonable effort to resolve the conflict within 45 days;
- To provide all parties involved with reasonable notice of meetings;

- Access to some form of independent mediation processes where resolution is not easily achieved;
- Access to an appeals process;
- To respect all individuals rights to privacy and to fair and equal treatment.

6.8 Stages of the Process

(a) Stage 1: The Investigation Procedure

The station will investigate complaints with all parties concerned via a nominated officer of FBN (e.g. Programme Manager, President/CEO), or a Complaints Committee.

The investigation process will generally follow these steps:

- i. Establish if there has been any breach of station policy(Code), broadcasting law, or other legal requirement;
- ii. Recommend appropriate action in relation to persons involved if a breach has occurred;
- iii. Negotiate for dispute resolution by managing discussion between disputants, which is aimed to bring about agreement or a settlement of opposing demands or attitudes;
- iv. Recommend appropriate legal response if legal action is likely or is taking place;
- v. Recommend appropriate response to the complainant/s after legal consultation;
- vi. Recommend appropriate action/s needed to avoid future breaches;
- vii. Write to all parties involved in the investigation outlining the outcomes of the investigation and informing them of their right to lodge a letter of Appeal regarding the determination made by

the investigating party to the Management/Board of Directors of the station at their next sitting.

(b) Stage 2: Mediation

Where Complaints are not resolved through the findings of the investigation process and a reasonable outcome for all parties cannot be achieved, mutually consider independent mediation or arbitration **agreed to by all parties.**

(A range of free services are available to non-profit organisations, or the station may use a person/ party agreed by all to be independent and impartial to mediate an outcome)

(c) Stage 3: Reporting and Record Keeping

FBN is committed to keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for 1 year or such time as determined by T.A.T.T, including:

- i. The date and time the complaint was received;
- ii. The name and address of the complainant;
- iii. The substance of the complaint;
- iv. The substance and date of FBN's response.

7. FINANCIAL ARRANGEMENTS

- 7.1 Payment for services is to be made in advance at the agreed quoted rates.
- 7.2 Repeated occurrences of Dishonoured Cheques may result in cash only transactions.
- 7.3 All expenses incurred from a dishonoured cheque shall be borne by the client
- 7.4 The wilful issue of cheques with insufficient funds is dishonest and against the financial laws of Trinidad and Tobago
- 7.5 Post dated cheques must not be submitted for settlement of arrears.
- 7.6 Payments**
- (a) Payments not received within 30 days will incur interest charges at 2%
 - (b) Payments not received within 60 days will incur interest charges at 2 ½ %
 - (c) Payments not received within 90 days will incur interest charges at 5%
 - (d) Payments **not received after 90 days** may be considered a breach of contract and can result in the revoking of the client's contract till all monies are paid in full.

8. ANNUAL PASTORS' MEETING

- 8.1 Shall be held at the last quarter of each year and before the signing of new contracts.
- 8.2 These meetings shall involve:
- (a) review of terms and conditions of FBN's Code and contracts
 - (b) discussion of issues affecting the global broadcasting industry and in particular broadcast on ISAAC
 - (c) tips on improving and maintaining high quality programme content and delivery and efficient and effective functioning of on air ministry on ISAAC

9. CANCELLATION

- 9.1 **Thirty (30) days notice** is required for the cancellation of a contract. **All monies due at the date of the cancellation become immediately payable.**
- 9.2 FBN reserves the right to notify or terminate this agreement before the stipulated time (if any), if in the opinion of FBN, it becomes necessary to take such action in order to protect the good name or the reputation or other interests of FBN.

Please sign the following agreement page, detach and return to:

FAMILY FOCUS BROADCASTING NETWORK

& ISAAC 98.1FM

#105 Woodford Street,

Newtown, Port of Spain.

Trinidad, West Indies.

Telephone No.: (868) 628-0904

Fax No.: (868) 628-3108

E-Mail: traffic@isaac981.com or traffic@gmail.com

Agreement page can also be sent via email (to the above address).

ACCEPTANCE AGREEMENT

(Please write clearly)

I have read the preceding Code and agree to abide by it.

PROGRAMME NAME:

.....

CLIENT'S NAME AND TITLE:

.....

MAILING ADDRESS:

.....

.....

.....

TEL. /FAX:

E-MAIL:

SIGNATURE:

WITNESSED BY:

DATE:

COMPANY/CHURCH STAMP HERE: