

Dear Delegate,

Welcome! We are excited that you will be attending the 2020 World Service Business Conference this April. We want to remind you to attend the “All About Conference” workshop on Wednesday evening, April 22, from 6:30 – 8:00 p.m. This workshop is intended for both new and returning delegates to review the procedures and practices that are followed during each WSBC. A visual presentation of the materials will be presented, followed by a question and answer period. By reading this information in advance, we hope that you will have a better understanding during the workshop. Make notes and bring your questions to the workshop. Find it at [oa.org/documents](http://oa.org/documents) under “World Service Business Conference All About Conference Workshop.”

The more prepared you are, the better your Conference experience will be.

Thank you; we look forward to seeing you soon.

Neva S.  
WSBC Bylaws Committee Trustee Cochair