

Please direct all  
communications to:

P.O. Box 459  
Grand Central Station  
New York, NY 10163  
Fax: (212) 870-3003

December 14, 2020

Dear friends and fellow trusted servants,

We know that your group, Area or service office is continuing to carry the message of our Alcoholics Anonymous program in these challenging times. As we hurtle through December toward the end of 2020, we wanted to share with you this update and to let you know how grateful we are for your continued support and well wishes.

We want to wish you a happy holiday season and report that the third and fourth quarters of this historic year have demonstrated your continued strong support through group contributions.

This enables our efforts in support of your critical Twelfth Step work to continue unimpeded. Some of our recent activities to better serve the Fellowship include:

- **Digital initiatives: ERP system and [aa.org](http://aa.org) website**  
We are hitting significant milestones in the implementation of our digital upgrades and projects... the new webstore up and running; the new online contributions portal is up and running; the new database portal, Fellowship Connection, is going live Monday, Dec. 14, with Fellowship input/user testing happening now. The new [aa.org](http://aa.org) website is being developed and will be released next spring. The Meeting Guide app is functioning, and more improvements lie ahead in 2021.
- **Corrections and other service activities**  
Correspondence on the Corrections desk has ramped up throughout the period of pandemic shutdowns. Currently, we need volunteers (women and men) to correspond with our members behind the walls; we are going to revamp our Corrections Correspondence database and platform to ensure completeness and accuracy of contact information. All other service desks continue to function fully and enthusiastically.
- **Literature special offers and a new book!**  
We are offering groups, as well as Intergroups and Central Offices, special offers and discounts for A.A.W.S. literature. Please visit the new webstore at [www.aa.org](http://www.aa.org) for more information, including the new title, *A Visual History of A.A.*, for which we are taking pre-orders prior to a publication date of February 14, 2021.

- **Virtual United States/Canada Forums**

The creative leadership of G.S.O. staff with participation of our trustees is bringing together two “big meetings” in December. The first, with the four eastern regions of North America, drew more than 2,000 participants. Check [www.aa.org](http://www.aa.org) for information on the December 19 Forum.

- **World Service Meeting**

Sixty-nine international delegates from 44 countries and regions on every continent met virtually (in lieu of Westchester Hilton, New York) for the 26th WSM with the support of the General Service Office team... The sharing and love of A.A. filled every screen and every face visible on the digital platform.

The year has been so challenging, one day at a time. Yet, we remain optimistic that together, as a unified Fellowship, we will carry the message of recovery in new and remarkable ways. And to provide our services and literature we’re going to need more of what Bill called “thankful givers.” So, as we head into the new year, please know you have the gratitude of the board and office for all you do.

Just for today.

Sincerely, in service,



Greg T.  
General Manager