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## CHARITY: STEPS AND FAQ

[FNB Wines2Whales](#)

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# STEPS AND FAQs FOR FNB WINES2WHALES 2021 CHARITIES:

## 1. How does my charity join GivenGain?

As the charity, please apply for a free GivenGain charity account here: <https://www.givengain.com/list/>.

Alternatively, please send the following to Jannie Smith, Regional Manager for GivenGain, at [jannie@givengain.com](mailto:jannie@givengain.com), to have the GivenGain charity account application done on your behalf:

- Your charity's name
- Your name, surname and email address
- An official letter from your bank which indicates your charity's bank account details

Once your application has been verified and approved, you'll be able to set up your charity profile, be visible on the GivenGain platform, and receive donations from your supporters.

## 2. Does it cost anything?

No, GivenGain is 100% free to charities, with no monthly fees.

## 3. How do I add my GivenGain charity profile to the FNB Wines2Whales 2021 event page?

Once your charity profile is activated and visible online, simply send a request to [jannie@givengain.com](mailto:jannie@givengain.com) to have your charity profile and campaign added to the GivenGain event page. (see 4 below)

## 4. What link do I share with my supporters, for them to ride and fundraise for my charity?

For the FNB Wines2Whales 2021 event, please share this link: <https://www.givengain.com/e/fnb-wines2whales-2021/>

## 5. What is meant by individual fundraising on GivenGain?

Individuals can set up their own fundraising project on GivenGain, which is linked to your GivenGain charity profile. They can then share their project page with their friends and family, for them to donate to it. All funds donated to an individual's project are automatically added to the charity's GivenGain profile. Fundraisers do not have any access to the funds raised, and needn't transfer it to the charity – this is done by GivenGain.

## 6. Can donors cover the donation fees when donating to my charity?

Yes, donors can cover 100% of the GivenGain fee and bank fees, to ensure that 100% of the donation reaches you. And 90% of donors do cover the fees, which is great!

View more on donation fees here: <https://www.givengain.com/pricing/processing/>

## 7. How do donation transfers work from GivenGain?

Donations, made by your supporters to your GivenGain charity account, are automatically transferred to your charity bank account on a regular basis. Please view detailed information here:

<https://support.givengain.com/hc/en-us/articles/205243781-Transfer-schedules-and-donations-with-pending-status>

## 8. Is it safe to use GivenGain?

Yes, please view detailed information on GivenGain's security here: <https://support.givengain.com/hc/en-us/sections/201626362-Security-privacy>

## 9. Does GivenGain provide tax certificates to donors?

No, but GivenGain provides detailed donation information to the charity, to enable them to use the data to create their tax certificates, if needed.

## 10. Can anyone donate and fundraise from anywhere for my charity?

Yes, your supporters can donate and fundraise for you from anywhere globally, in a number of currencies. The sky's the limit!

## 11. Who can I contact if I have any GivenGain-related questions?

View detailed FAQs here: <https://support.givengain.com/hc/en-us/categories/200834642-Charities>

For any questions, you can also send a query to [support@givengain.com](mailto:support@givengain.com).

## 12. Who is GivenGain?

GivenGain is a global, secure online fundraising platform that enables individuals to donate to and fundraise for registered charities globally. GivenGain also partners with sport events, to enable their participants to "do it for charity" when participating in an event. Read more here: <https://www.givengain.com/about/>