

**Virgin Money Giving** and **JustGiving** will be processing all online fundraising and donations for The 2.6 Challenge, here is a selection of FAQs to ensure your organisation is all set up. For any further questions, please contact **Virgin Money Giving** or **JustGiving** directly.



### **How do I register on Virgin Money Giving or JustGiving in time for the event?**

To register with Virgin Money Giving, just visit the charities section of our website here to get started.

We're waiving our registration fee for all 2.6 registrations, and we don't charge a monthly fee. When you send us your registration forms, make sure you tell us that you are part of The 2.6 Challenge, and we'll make sure the fee isn't charged.

### **Can I collect Gift Aid?**

Yes, we'll collect Gift Aid for you, at no cost.

## **JustGiving™**

### **How do I register on Virgin Money Giving or JustGiving in time for the event?**

Register for our free START membership plan here. Enter the promo code '2.6' to let us know you'd like to fundraise for The 2.6 Challenge and we'll prioritise your application.

### **Can I collect Gift Aid?**

Yes! If your charity is a member of JustGiving, it's very likely that we claim Gift Aid on your behalf already (although this service is optional), but if not, you'll just need to add your Gift Aid number to your JustGiving account. You can find out more here <https://justgiving-charity-support.zendesk.com/hc/en-us/articles/204663737-Making-JustGiving-your-Gift-Aid-agent-UK-Only->

New to JustGiving? We'll set this up when you join.

### When will I get the funds raised?

We make weekly payments to all charities. All the previous week's donations will be paid each Monday and will be with you by the Wednesday.

### How much does it cost me to use each service once we're live?

There are no monthly charges with us. We charge a 2% platform fee and a 2.5% payment processing fee on all donations, but if the donor covers these in their donation (which they do in the majority of cases), you won't pay anything.

### Will you waive your fees for this campaign?

As we're not-for-profit, our fees are as low as they can be to maintain our service to you and cover the external payment provider costs. We're waiving our registration fee for all new charities, and with the majority of our donors covering the charity fee, in most instances you will receive 100% of the donation, including the Gift Aid.

### Will I receive the data from the fundraisers and donors to follow up?

Yes. Fundraisers will appear in the fundraising page reports. All 2.6 Challenge fundraisers will show up under the event reporting.

### When will I get the funds raised?

We send donation and Gift Aid payments directly to your charity's bank account every week. Payments are made on a Friday and will usually land in your account the following Tuesday. If the week's total is less than £100, we send the payment at the end of the month.

### How much does it cost me to use each service once we're live?

It's free to join JustGiving – there's no sign-up or monthly fee when charities join on our START membership plan. And we charge 0% platform fees to donors. Instead, we give donors the option to make a voluntary contribution to the cost of maintaining our platform should they wish. There is a 5% fee for our Gift Aid service, which is deducted from the amount of Gift Aid claimed on a donation. This service is optional, and charities are able to opt-out. Our payment processing fee is 1.9% plus 20p.

### Will I receive the data from the fundraisers and donors to follow up?

JustGiving have 0% platform fees, so more money goes to good causes – instead donors can leave a voluntary contribution to support the work of JustGiving if they wish. A payment processing fee is applied, which covers the external card provider charges and the costs of processing millions of donations.

### Will I receive the data from the fundraisers and donors to follow up?

Yes. Fundraisers will appear in the fundraising page reports. All 2.6 Challenge fundraisers will show up under the event reporting.

### Do they need to set up a campaign?

No. We've already created a dedicated 2.6 hub on our website. All fundraisers and donors should be directed here.

### What is the central donations pot?

In addition to fundraising for a specific charity on either Virgin Money Giving or JustGiving, supporters can use the 'Donate' button to donate to the central pot, which will be proportionately distributed between all charities involved in The 2.6 Challenge.

### Will I receive the data from the fundraisers and donors to follow up?

Charities receive an email notification from JustGiving when someone creates a fundraising page for them. These go out hourly and include the email address the fundraiser used. Charities on our GROW membership plan (£15 per month) can also download reports that include the opt-in status of both fundraisers and donors, and how much has been raised. Donations made to charities for The 2.6 Challenge will appear under the campaign name 'TwoPointSixChallenge'. More information about reporting on JustGiving can be found here.

<https://justgiving-charity-support.zendesk.com/hc/en-us/sections/200567187-Reports-available-in-your-JustGiving-account>

### Do they need to set up a campaign?

No, need to set up a campaign. We'll send each charity their own link they can use to promote The 2.6 Challenge.

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### Where does the money go to?

Initially, this will be sent to the Charities Aid Foundation (CAF). It will hold the funds until early May, at which point they will be distributed to all the charities who have been supported directly by 2.6 fundraisers.

### How will these funds be distributed?

The money will be distributed proportionately between all charities that have had fundraisers support them during the campaign across both Virgin Money Giving and JustGiving. For example, if a charity raises 2% of the total funds raised directly for charities on Virgin Money Giving or JustGiving, they will receive 2% of the total funds **held by CAF.**

### When do we get the money from the The 2.6 Challenge pot?

These funds will be proportionately distributed to eligible charities at the beginning of May.

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