



Localgiving.com Cambridgeshire Match Fund FAQs

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1. General FAQs

What is the Localgiving.com Match Fund?

In an effort to raise awareness of the small, local charities on Localgiving.com, we are running a series of match funds throughout 2012, where donations made to local charities and community groups through the Localgiving.com website will be matched £ for £.

The Localgiving.com Cambridgeshire Match Fund will double donations made to charities and community groups across Cambridgeshire from a pot worth £20,000.

So while the Localgiving.com Cambridgeshire Match Fund is running, for every £ donated to a local charity participating in the Match Fund, Localgiving.com will match it with another £, doubling the impact on local communities.

When will donations be matched?

Donations made to eligible Cambridgeshire charities will be matched starting at 9:00 am GMT Monday 14th May.

Donations will continue to be matched until the full £20,000 has been allocated, or at 5 pm on Friday 1st June, whichever comes first.

How much money will be matched?

A total of up to £20,000 will be matched during the Localgiving.com Cambridgeshire Match Fund.

More than £20,000 in donations can be made to charities on Localgiving.com, but only £20,000 will be matched.

If less than £20,000 in donations is made to Cambridgeshire charities during the Match Fund, then only that amount will be matched.

When will the Cambridgeshire May Match Fund end?

The Cambridgeshire Match Fund is first-come-first-served so the Match Fund will continue either for as long as the £20,000 pot lasts, or until 5 pm Friday 1st June.

How have the participating Cambridgeshire Match Fund charities been chosen?

The charities eligible for this Match Fund are operating from and/or working to support Cambridgeshire communities. Participating charities have registered with Localgiving.com, which requires a £60 +VAT annual subscription fee to fundraise on the website. All charities on Localgiving.com have gone through a validation process by the Community Foundation for Cambridgeshire.

All Cambridgeshire charities with a paid subscription to Localgiving.com will be eligible for the Cambridgeshire Match Fund, excluding charities in Peterborough, as Peterborough had a separate local match fund in April.

Will fees be taken out of donations during the Match Fund?

As with a typical donation on Localgiving.com, credit/debit card and commission fees will only be deducted from the original donation amount + Gift Aid during a Match Fund.

No deduction will be made from the matched amount.

Is there a limit to how much an eligible charity can receive from the Localgiving.com Cambridgeshire Match Fund?

The following limits apply:

1. The standard minimum donation amount on Localgiving.com is £5
2. The standard maximum donation amount on Localgiving.com is £1000 (per transaction)
3. A total of £20,000 is available to be matched by the Cambridgeshire Match Fund
4. Each charity could receive up to £1,000 in matched donations (totalling £2,000 + Gift Aid). Charities can receive more than £1,000 in donations, but donations above that amount will not be matched.

Donation limits are communicated on each charity's donation page, so when a supporter makes a donation, s/he is notified of the amounts available to donate and/or to be matched for each charity (with or without Gift Aid).

2. Supporter FAQs

How can I donate to the Localgiving.com Cambridgeshire Match Fund?

Donations can be matched through the Cambridgeshire Match Fund by going online to Localgiving.com/Cambridgeshirematch, selecting a charity, clicking the charity's donation button and following the instructions.

Only donations made through the Localgiving.com website will be matched.

All donations will be processed through PayPal.

Donations can be made either through a PayPal account or by using a credit or debit card. Localgiving.com does not accept e-cheques, cash payments or written cheques.

Supporters are not required to have a PayPal account to donate through Localgiving.com.

How will I know if my donation has been matched?

The first notice you will receive confirming that your donation has successfully gone through to the charity will come as an email from PayPal. Please check your email Inbox and Spam folders for this notice.

If you have received an email confirming that your donation payment has been completed, then your donation should appear when you log into your supporter account. In your supporter account, you should be able to view your donation details.

If you made your donation as the Match Fund was reaching its limit or nearing the closing time, there may be delays to the completion of your donation due to high volumes of traffic and donations to the Localgiving.com website.

If a donation is made on Localgiving.com and it does not go through (you do not receive confirmation from PayPal and the donation does not appear on your Localgiving.com supporter interface), then the donation amount will have been re-released into the Match Fund, making it available for another supporter to have matched.

We always recommend that supporters please check their online or posted bank statements to confirm that donation payments have gone through as expected.

Why wasn't my donation matched?

Although the vast majority of donations are successfully completed and matched, some donations may be reversed by PayPal. Reversed donations will not be matched and will be refunded into your account.

All donations made on Localgiving.com are processed by PayPal's secure payment processing platform. Localgiving.com does not have control over PayPal's procedures of confirming, completing or reversing donation payments.

Reasons a donation may be reversed by PayPal include:

- The payment was flagged by PayPal due to inaccurate or outdated information (e.g. incorrect billing postcode or expiry date)
- The payment was held for review by PayPal due to the size of the donation (large donations may be held for review as an anti-fraud measure)
- The payment was held for review by PayPal due to the supporter's PayPal account status (e.g. the supporter had an unverified account or had reached their PayPal or bank spending limit)
- The payment was held by PayPal due to funding limitations

[To learn more about why your donation was not matched, please notify PayPal.](#)

Can I claim Gift Aid on my donation?

Yes, individual UK tax payers who are not donating on behalf of another person may claim Gift Aid.

Donations can also be made from charities, organisations or companies. However, Gift Aid cannot be claimed on donations made by non-UK taxpayer individuals.

3. Charity FAQs

How will I know if a donation made to my charity has been matched?

All donations on Localgiving.com are processed through PayPal. Donation payments take anywhere between ten minutes and five working days to be confirmed and completed by PayPal. These times may be longer for larger donations (over £500) and for donations made when the Match Fund is nearing its end.

Donations are confirmed to be matched only when PayPal verifies and completes the transaction.

We will log your query and contact you as soon as the payment status of your donation has been confirmed.

When will my charity receive our matched donations?

Donations and Gift Aid will reach your charity at the standard times, as any other donation through Localgiving.com. The matched amount (100% of the original donation) will be sent to your charity's bank account from Localgiving.com within four weeks of the end of the Match Fund.

Where can I find details of donations my charity has received?

You can find out more about details your charity has received by logging into your Localgiving.com charity account and viewing your charity account details. There you will find a list of donations made to your charity and the status of each donation payment (e.g. *pending* or *complete*)

Can I receive Gift Aid on my donations?

Yes. Localgiving.com is the only website in the UK that offers charities and community groups (including those too small to register with the Charity Commission or OSCR) to fundraise online and receive Gift Aid on donations.

Please note that we will not be able to take calls from Community Foundations on behalf of charities or donors, nor will we be able to take calls from charities on behalf of Community Foundations or donors. It is important that if a Community Foundation, charity or donor has an issue, problem or comment, we speak with that person directly.

Please also note that we will be proactively contacting as well as responding to charity and donor queries, so our phone lines will be busy! Emails are preferable and will be responded to as quickly as possible: