



## Charitable Donations Policy

At Jack Warwick Funeral Service we offer our families the opportunity to collect charitable donations in memory of their loved one. This policy sets out how we manage donations, ensuring all donations are managed appropriately, transparently and securely as requested by our Applicant and applied by our staff.

### Online Donations Policy

We have partnered with the online giving platform 'Much Loved' to process any donations received via our website. All payments are handled directly by Much Loved and donations are transferred to the nominated charity or charities directly by BACs payment on the 15th of each month. Much Loved charge a merchant fee for each donation that they process.

Charitable organisations must agree to the terms and conditions directly with Much Loved before any donations are processed. Requests for refunds and transaction queries need to be addressed directly with Much Loved.

### Offline Donations Policy

Whilst we encourage online donations, we also handle offline (cash and cheque) donations received at a funeral service or via the post. Where a family request a donations box at a funeral service, this is located at the rear of the crematorium chapel or church allowing mourners the opportunity to donate as they leave. Collected funds are transferred from the collection box and placed into a sealed envelope immediately following the service by the funeral director and handed back to our applicant. Where it is not possible for the donations to be safely transferred, the Funeral Director will take the sealed envelope back to the office and kept in the safe until the family (applicant) is able to collect.

We keep a donation account open for approximately 6 weeks following a funeral. During that time, any offline donations we receive will be individually logged onto our donations spreadsheet. Where known, we record the name of the donor, the total amount given and donation method. Any cash or cheque donations received and not returned to the family are banked into our Barclays Community Account. When the six weeks have elapsed, we issue a cheque (for the total amount of cash received) and send any received cheques to the nominated charity for the total amount donated. If more than one charity has been nominated, the total amount raised will be split in accordance with the families wishes amongst the nominated charities. Full records of banking transactions are kept by Jack Warwick Funeral Service and can be inspected upon request by any client.

Jack Warwick Funeral Service do not charge a transaction fee for processing charitable donations.

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