



rare's Bedrock Club Frequently Asked Questions

What is rare's preferred way to receive monthly gifts?

There are currently 3 ways that you can contribute to **rare's** Monthly Giving Program:

1. Via electronic funds transfer (EFT) which we arrange with a simple signature and void cheque from you.
2. Via credit card processed directly by **rare**.
3. Online via credit card through [Canada Helps](#). We are happy to receive monthly gifts in any way you choose; however, signing up directly with **rare** saves us money and makes your gift go further.

The most cost effective and efficient way for **rare** to receive your funds is via EFT – eliminating all service fees associated with credit card and online giving platforms (up to 4% of your donation!).

Is my credit card or bank account information secure?

- Yes. We take your privacy very seriously. Please review [rare's privacy policy](#) for more detail.

Will I get a receipt for my donations?

- Your monthly contribution will show up on your regular credit card or bank statement. A charitable tax receipt will be issued for your total annual contribution at the end of each calendar year.

When will my donation be withdrawn?

- Your contribution will be processed on the 15th of each month, unless otherwise requested.

Do I need to have a credit card to make a monthly gift?

- No, you can also give via EFT (Electronic Funds Transfer) directly from your bank account. Simply drop by our office, call us at 519-650-9336, or mail us with a void cheque or your checking account information, and we can set up a monthly payment in any amount you choose.

Can I make additional donations outside of my monthly giving?

- Of course! And, thank you - **rare** welcomes as much support as you are able to give. It is **rare's** policy not to ask monthly donors for additional contributions except under very special circumstances; however, if you are inspired to give above and beyond your committed pledge to a special project or in honour of a loved one or special occasion, you can be sure that your dollars will be put to good use.

Do I have to renew my gift each year?

- ***If you pledged to give monthly through Canada Helps, the answer is YES.*** When you set up your pledge to support **rare** online through Canada Helps, you selected how much you wanted to give monthly, and for how long. When your pledge is complete, you will not automatically be renewed. You will need to either a) make a *new* pledge through Canada Helps, or b) set up your personalized monthly giving program directly with **rare** (preferred). It's easy and we can walk you through it!
- ***If you have set up your personal monthly giving program directly with rare, the answer is NO.*** It's that easy! We will automatically renew your gift and continue your monthly contribution without interruption. However, you may contact us at any time to increase, change, or cancel your monthly gift. Just call 519-650-9336. Please update us with your new credit card information when your old one is about to expire so that we can continue your payment schedule uninterrupted.

What do I get as a rare Bedrock Club member?

- As a member of the **rare Bedrock Club** you will receive special recognition as someone helping to sustain **rare** in perpetuity.
- You will be invited annually to a special *Bedrock Club* only Brunch (or similar) recognition event.
- As with all donors to the charity's campaign, your name will be listed on a donor wall as a founding donor at the end of the campaign.

How do I update my credit card or banking information?

- Simply call us at 519-650-9336, and one of the staff at **rare** will be happy to update your payment information. Lora Woolner can be reached at ext 122 or Patti Leather at ext 118.

Join **rare's Bedrock Club** - Become a Monthly Donor today!