DONOR FAQ's

Q. What is Midlands Gives?
A. Midlands Gives is a local 24-hour online giving challenge, presented by Central Carolina Community Foundation, taking place on May 3, 2016. Contributions for Midlands Gives benefit your favorite causes and organizations right here in the Midlands. A gift to any of the participating nonprofit organizations will go further this day thanks to our generous sponsors who are providing prize incentives and a bonus pool.

Q: I am seeing double charges on my CC statement or it looks like I gave more than 1 transaction:
A: If a user received an error message when completing their transaction, it is likely that the gateway posted a "pending" notification to the donor's card.

- Confirm that they only received 1 donation receipt
- Verify their gift in the Kimbia control panel
- Tell them to check their statement again when the charge has cleared—it typically clears up within a day or so

Q: My card won't process/I'm getting an error message
A: Ask what kind of error message they are seeing. If the gateway is rejecting the card, there aren't any workarounds—suggest trying another card.

Q. How do I donate?
A. To participate, simply log on to MidlandsGives.org on May 6, complete the giving form, select your charity or charities and make a donation using your credit or debit card ($20 minimum).

Q: What if the organization I want to donate to is not listed?
A. You may only donate to the participating organizations. Registration was open to all 501(c)(3) nonprofit organizations in good standing with the IRS that have a local office in one of the 11 counties served by Central Carolina Community Foundation. If your favorite cause is not listed, encourage them to join us next year.

Q: Is my gift tax-deductible?
A: Yes. The Community Foundation is a 501(c)(3) organization and all donations are deductible to the full extent provided by law.

Q. What type of gifts can be accepted?
A. Only gifts by credit or debit card made via the MidlandsGives.org site or donations from a donor-advised fund held at the Community Foundation received on May 3, 2016. MasterCard, Visa, Discover and American Express are accepted.

Q. Can I mail in my gift or make my credit card gift by phone?
A. No. For your donation to be counted on May 3, all gifts must be made through the MidlandsGives.org website between 12:00 a.m. and 11:59:59 p.m.

Q. Is there a size limit on gifts?
A. There is no maximum amount, but minimum gift is $20.

Q: What is the bonus pool and how does it work?
A: The bonus pool is comprised of donations from generous sponsors. Bonus pool dollars will be awarded after May 3 on a pro-rated basis. This means that the percentage will depend upon the total bonus pool and the total donations raised during the event.

Q: What is a unique donor?
A: For the purposes of awarding prizes, a unique donor is one individual or corporation/business. Multiple donations from one donor to the same nonprofit will count as one gift.

Q. How will I receive acknowledgement of my gift?
A. A tax receipt will be automatically emailed to you using the email address provided when the transaction was submitted. If you do not receive a receipt, please first check your spam folder. If you still haven't received it, then please contact midlandsgives@yourfoundation.org. You will not receive a tax receipt from the charity.

Q: **Can my gift be anonymous?**
A: Yes. The charity will receive your contact information unless you request that the contribution remain anonymous.

Q. How much of my donation will go to the nonprofit?
A. 100% of each donation will be paid to the chosen charity net of a credit card processing fee between 2.5% - 4% depending on the type of card used plus the 2.99% processing fee per transaction. Central Carolina Community Foundation underwrites 100% of the administrative costs of the.

Q. How do I know my information is safe?
A. Central Carolina Community Foundation has partnered with KIMBIA to provide a secure online donation platform. All donations made using KIMBIA's donation forms use industry-leading Secure Sockets Layer (SSL) technology to protect donor information and provide a safe and secure environment for online donors.

It's important to understand that Kimbia forms are embedded directly onto the website, and are not tied to a 3rd party server. The form is a component of that page like any other paragraph of text or image. The text below is from a customer facing Security document we provide our own customers when questions like these arise.

Transaction Security
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All communications from embedded Kimbia forms are transmitted via Secure Sockets Layer (SSL). Kimbia forms post all data to Kimbia servers via SSL. In turn, Kimbia's servers communicate with a client's designated payment gateway by via SSL to validate cardholder information and process payments.
The SSL protocol is the industry standard method for creating an encrypted, secure connection between a web browser and a web server. Digital certificates are used to encrypt data transfers to ensure security in all communications between a website and a web server.
** Traditional web systems require you to secure the entire web page when it contains a donation form. Kimbia provides the same level of security by securing the giving form itself. This means you can place a

giving form anywhere on the Web and know that you are protecting your constituents and their online transactions. **

**Credit Card Information**
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In order to process online transactions, an end user must provide a credit card number. In compliance with Payment Card Industry (PCI) security standards, credit card numbers are only stored by the payment gateway. Neither Kimbia nor our clients have access to users' credit card numbers.

**PCI Data Security Standards Compliance**
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Kimbia is certified as compliant with PCI Security Standards. We are contractually obligated to our clients to adhere to PCI DSS requirements. To become PCI compliant, an organization must meet several criteria, including:
- Maintaining specific firewall and network hardware configuration
- Meeting industry standards for encrypting data transactions
- Limiting access to cardholder data
- Provide regular internal and external vulnerability scans of security systems and processes to ensure ongoing compliance.

* KIMBIA quarterly scans are provided by Qualys
* KIMBIA's PCI DSS Qualified Security Assessor (QSA) is Lighthouse Computer Services.

**Physical Information Storage**
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Kimbia's database servers are stored in a secure facility with 24-hour security. Only specific individuals with electronic and physical identification are allowed access to the facility, and no one other than identified Kimbia IT personnel can gain right of entry for ongoing maintenance needs.

**Q: Will I receive solicitations from the Community Foundation?**
**A:** No. The information collected will not be used to create a solicitation list for the Community Foundation. We will maintain your contact information to invite all participants to complete an event survey. Donors will be given the opportunity to opt-in to receive further communications from the Community Foundation should they so choose. We will not sell, trade, or rent your information to other individuals or organizations.

**Q: Will a nonprofit receive donor contact information for donations made to its organization?**
**A:** Yes. All donor contact information received during Midlands Gives will be sent to the respective organizations unless the donor has requested anonymity.