

# FINANCIAL TRANSFER OF DONATIONS

## Polices and Procedures

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The following applies to recipients of donations through Avail:

1. If a donation is transferred from Avail to your (as 'recipient') locally based bank, we cannot guarantee when it will reach your account. Mostly it takes two to three working weeks, sometimes even longer.
2. If after four working weeks, you haven't received the donation we will authorise our bank to instigate a search. Depending on the outcome of the search, the donation will either be returned to Avail or deposited in your account.

Additionally:

- We cannot accept liability if the original details were incorrect, as the bank charges for a search. We will either absorb it or, if the fault is yours or that of your bank, we will pass the charge on to you.
- If the outcome of the search results in the money being returned to our account, we will hold the money until we receive the corrected information, or until you provide us with details of a different bank and account number.
- However, we cannot guarantee the second attempt will be any quicker or more successful than the first (refer to item 2 above).

Please note any telephone call to our bank usually takes 25% of a working week, and even then, we cannot guarantee when the donation will be honoured.

We are not prepared to use foreign exchange dealers who operate like Western Union, as ultimately, we believe there is a risk factor.