

# B.INCE FUNERAL DIRECTORS

## Donation Handling & Management Policy

***A policy statement by B.Ince Funeral Directors regarding donations in memory of a deceased person, received in lieu of floral tributes.***

***In an ongoing effort to provide transparency and traceability of the management of donation monies and the manner in which they are stored and audited, the partners feel it is vitally important that the policy of B.Ince Funeral Directors is published and adhered to by all staff.***

### Before the funeral:

- We will set up an individual online giving page through our partner 'Memory Giving' to process any donations received via our website.
- A QR code with a link to the donation page will be provided to our client and/or printers to enable QR codes to be added to Orders of Service.

### On the day of the funeral:

- We will provide a locked donation box with two labelled signs. One sign will state the name of the deceased and the charity/charities to benefit from donations. The second sign will be a QR code which, when scanned will provide access to the online Memory Giving Page via our website.
- After the service/ceremony, the locked donation box containing the cash/cheques will be returned to B Ince Funeral Directors in Bewdley. Here, two members of staff will transfer the monies received into an envelope which is sealed and labelled before being placed into our locked donation room.

### After the funeral:

- We will hold cash/cheque donations for 'about' 28 days, to enable additional donations to be collected after the day or through the post. Any cash or cheque donations received will be counted and audited and then signed by two members of staff before being banked into our 'donations account'. This separate bank account is audited by our Accountants with full transparency and for the reassurance of our clients. Full records of banking transactions are retained by B.Ince Funeral Director and can be inspected upon request by any client.
- Once the donations are deposited into our separate donations bank account, we will add the amounts raised as offline donations direct from this account to the individual Memory Giving page. This provides transparency to the client and mourners who attended the funeral by indicating the total of monies raised.
- All payments are handled directly by Memory Giving and donations are transferred to the nominated charity or charities directly by BACS payment.

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## DIRECTORS

- All charity beneficiaries receive an email with details of the deceased, funeral director and next of kin for acknowledgement of donations (if permission given).
- Memory Giving will also email our client an audit with a breakdown of the donations raised. Any messages of condolence received with a donation will also be forwarded to the client.
- Our preference is to receive cheques payable to our separate donations bank account. However, if we receive cheques payable to a charity then we will add these as offline donations to the Memory Giving page. Memory Giving will pre-prepare a letter to the charity/beneficiary which we print and post to the beneficiary together with the cheques made payable to the charity.
- If more than one charity has been nominated, the total amount raised for offline donations will be split equally amongst the nominated charities unless otherwise specified by the client.

### Memory Giving:

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

Memory Giving charges a merchant fee for each donation that they process online, however they do not charge a commission for offline donations.

Memory Giving will not pass on any donor details to the charity or any third party for marketing purposes.

Memory Giving do no charge for charities to register or use the site. They promise to pay funds directly into the charities chosen account, at an agreed frequency and they promise to promote Gift Aid.

As data controllers and compliant with GDPR, they will pass one family contact per page (Our Client) for the express purpose of thanking the family.

Money is transferred to the charity/beneficiary weekly and at month end.

There is no restriction on the number of beneficiaries per page and mourners can chose their chosen charity.

### Client/Family Collection of Funeral Donations:

Occasionally families request that they present a charity with the donations personally. We will only issue a cheque for the monies raised payable to the nominated charity/charities.

The only instance where a cheque will be made payable to an individual is where money has been raised to be used towards a memorial or a trust fund. In these circumstances the money will only be released directly to our arranging client.