Trust & Safety

We at FundINDIA give utmost importance to safety. We always strive to make the fundraising process seamless, positive and most importantly secure. We never let authenticity and transparency take a back seat.

Will I get the money I raised from my campaign?

Will my donation actually reach the cause?

Will my money get lost in cyberspace?

It's your hard-earned money, of course, you have questions. Don't you worry; we're here to answer them!

What you should know about us:

The NGOs/charity partners that team up with us go through a verification process that requires them to submit valid documents. Each NGO is verified before their account is activated on FundINDIA.

Similarly, for personal causes or individuals who are raising funds for personal needs, our team does a KYC of the individual before starting the campaign and try too approve only the genuine ones.

FundINDIA does not encourage donation pages that attempt to avoid the prescribed donation method i.e., posting direct links to alternative payment methods. We direct people to the large 'Contribute Now' button found on each FundINDIA donation page.

Please report any pages that request direct payments or users who attempt to contact you to arrange an alternative method of payment.

Do not reveal your personal information like contact number, address details to anyone who requests for it using the 'Message' feature on your FundINDIA page. We never contact users through this method. You can share your email address if need be. Additionally, exercise caution if you receive offers from 3rd-party fundraising companies or individuals offering personal assistance.

NEVER arrange to personally meet anyone who contacts you through your FundINDIA page.

Report any suspicious activity directly to us.

Why a fundraiser need not worry:

• How do I trust the payment process?

We've partnered up with credible payment gateways like PayU, Stripe, Billdesk. The chances of getting funds are higher because we not only accept all online modes of payment i.e. net banking, debit card, credit card and UPI etc

• But is it safe?

Your FundINDIA campaign features the very best in secure payment encryption technology. Not only are your donors' online payments safe, but your money is also stored securely until you're ready to request a withdrawal via electronic bank transfer. We're SSL certified, so all sensitive information with regards to your credit card/debit card/net banking details stay safe with us.

• What about the amount I owe FundINDIA?

It's FREE to raise funds on FundINDIA. Find out more about it here.

• How will my donors know my intention?

We're an open platform! We encourage transparency in every way. You can put regular updates on your campaign page so you've updated your backers and won the trust of potential funders too.

What is 'FundINDIA Assured'?

• What is 'FundINDIA Assured'?

It's a badge of assurance that confirms the authenticity and credibility of campaigns running on the platform. FundINDIA is committed to raising funds only for genuine and verified campaigns. All raised funds are transferred to the beneficiary (beneficiary which is listed on the campaign page) within the promised time, after the deduction of other charges.

• How is a beneficiary verified by FundINDIA?

All campaigners at www.fundindia.org are required to enter an agreement to raise funds for the listed beneficiary only (beneficiary which is listed on the campaign page). Before starting a campaign, all campaigners undergo a rigorous verification process, based on the submitted legal identity proofs and other supporting documents.

• How is my donations protected?

Donations made on FundINDIA are protected and the process of refund is made convenient for donors. Donors can easily request a refund on making a donation to a campaign by visiting FundINDIA and navigating to their donation dashboard through the hamburger menu present at the top right corner. The donor can ask for updates on the campaign by clicking "Ask for update button/link" present on the campaign page they donated to. Additionally, we also encourage our campaigners to post timely updates on the progress of their campaign.

• Is my identity information secured when I donate to FundINDIA?

We at FundINDIA give utmost importance to safety. FundINDIA understands that you care about how your information is used and shared. We maintain physical, electronic and procedural safeguards with respect to the collection, storage and disclosure of personally identifiable donor and campaigner information.

• How is my payment/donation secured?

All Payments are secured via 128-bit encryption. FundINDIA assures you that the information you provide is completely protected and that your donations are safe. Our secure-server software encrypts all your personal information like name, number, email and address. The encryption process takes the characters you enter and converts them into bits of code that are then securely transmitted over the internet to the payment gateways.

Why a donor need not worry:

• How do I know the campaigner is authentic?

No matter how much we monitor and control, there's no way to be 100% sure that a FundINDIA campaign page contains accurate or truthful information. Donors should make a payment only if they personally know and trust the campaigner and his/her cause. Ideally, donors should not contribute to any campaigns unless they fully understand and trust the cause presented.

• Umm, I have questions about the campaign. Who do I ask?

We believe in complete transparency. If you have absolutely any concerns about the campaign, you can shoot questions, give suggestions, and directly get in touch with the campaign owner via email or comments. If you have any doubts

about the authenticity of the campaign we recommend that you don't contribute to such a campaign

• What if you send my information to random parties?

All the information you submit while making a donation is for safety and security purposes. We prevent unauthorized access. So don't worry about your information being circulated.

• What if my donation never makes it its true beneficiary?

With FundINDIA, the money you donate goes to the bank account associated with the fundraiser's campaign once the campaigner request to withdraw the funds. There's no meddling. We assure you!

• Why do you not provide the beneficiary direct contact no?

You can get in touch with an individual directly using the contact us button, the beneficiary if interested can also list their no on the campaign page if they wish too, due to privacy concerns and privacy law we cannot directly share phone nos of any user on the FundINDIA platform. Also one of the major reasons why users don't directly share their contact nos is the high no of spam calls and messages they get when their campaign is running.

• I have more questions!

If you have any concerns apart from these, we're just an email away. Write to contactus@fundindia.org

Eligibility for 80G

It's extremely important to understand if your donation is eligible for tax deductions.

Not all donations on FundINDIA are eligible for tax deductions, and the requisite information is given on the fundraiser page and in your confirmation mail, that will help you determine if your donation is eligible or not.

You can login and go to your transaction history to view the same.

If you have made a donation to a fundraiser which is not eligible for tax deductions you will not receive an 80G receipt, you will only receive an acknowledgment of your transaction.

If you have donated to 80G (tax exemption) applicable fundraiser, you will receive the 80G directly from the NGO.

However, you can also follow these steps to get your 80G certificate.

1. Visit the link below:

https://support.Www.fundindia.org/hc/en-us/articles/360014970754-Is-my-donation-eligible-for-tax-exemption-How-do-I-get-the-tax-exemption-receipt

2. Also, make sure you check your promotions or spam box for the same.

If you still haven't received it you can drop us an email on contactus@fundindia.org

Payment / donation receipt

To receive Payment Acknowledgement please follow these instructions:

1. If you have used direct payment method i.e Debit Card/Credit Card or Net banking, then you need to login to your profile using the email ID used to make the transaction and download it from the donation history section. You can click on forgot password to retrieve your password.

2. If you have used UPI/Bank transfer/PayTM Wallet payment method, you need to visit on the fundraiser page to which you have supported and look out for click here to receive payment acknowledgement option and fill up the necessary details in order to receive payment acknowledgement.

3. For 80G Certificate please follow the below instructions:

https://support.Www.fundindia.org/hc/en-us/articles/360014970754-Is-my-donation-eligible-for-tax-exemption-How-do-I-get-the-tax-exemption-receipt-

4. Also, check your inbox & spam box, you might have received an email from FundINDIA with the attachment of the same when you completed your transaction.

If you are still unable to find it, please drop us an email on contactus@fundindia.org,