

Resource

Fundraising – Frequently Asked Questions (FAQs)

Read more frequently asked questions about fundraising here.

[Print](#)

How do I set up an online fundraising page?

To set up a Fundraising page, this can be one of the following either Just Giving or Facebook donate page.?

Of the options, Just Giving does take slightly more in fees so you might want to consider one of the others in preference.?

Please see [here](#) for our How To guide on setting up a Just Giving page.

Please see [here](#) for our Facebook Fundraiser guide.

How do I pay in the funds I have raised?

You can pay your money to NRAS in the following ways.

At the Bank or the Post Office: Go to any branch of HSBC or to your local Post Office to pay funds directly to NRAS using the following details:

Account Name: The National Rheumatoid Arthritis Society

Sort Code: 40-31-05

Account Number: 81890980

Online by BACS transfer: Using the details above, you can make a BACS transfer from your account to the NRAS account.

By post: Send a cheque, made payable to NRAS, along with your details to: NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW

By phone: Phone NRAS on 01628 823 524 (option 2) and pay with debit or credit card

Via the NRAS website: [Donate Now](#)

Don't forget to notify the fundraising team of your payment, so we know to look out for it: [fundraising@nras.org.uk](#)

Are payments secure?

Our website is very secure.

If your bank card is enrolled in the 3D Secure scheme (also known as Verified by Visa or MasterCard SecureCode). You will be asked to enter the password you've set up with your bank. If it is the first time you've used the scheme, you will be asked to create a password. These details are stored by your bank and never by NRAS.

Setting up a Direct Debit gift online is also completely safe. Any personal information you enter onto our online Direct Debit pages (including, name, address and bank account details) is encrypted before being sent to us and recorded on secure servers operated by our payment gateway provider, RSM.

RSM store your information in a secure environment using industry-standard practices. You are then covered by the [Direct Debit guarantee](#). We will write to you to confirm the details of your gift and give you at least 21 days before taking the first payment. You can amend or cancel at any time.

How can I pay Gift Aid?

Using Gift Aid means that for every £1 you give, we get an extra 25p from the Inland Revenue, helping your donation go further.

This will help us do more to support people with rheumatoid arthritis (RA).

If you are a UK taxpayer, please tick the box on our Subscription or Donation form, or provide your full name and full address, including your postcode, along with your permission to claim Gift Aid.

You only need to make your declaration once. We can then use it for every gift you make and claim the gift aid back on any donation made within four years of the end of the tax year that the donation is made in. Please see [here](#) for more information.

We can also use this declaration on any cash donations. We can claim gift aid, on cash donations, within two years of the end of the tax year that the donation was made in. Please see [here](#) for more information.

To download a Gift Aid Declaration Form, please [visit the HMRC website here](#) or contact the Fundraising team.??

Your donations will qualify as long as they're not more than 4 times what you have paid in tax in that tax year (6th April to 5th April).

Please note:?

1. You must pay an amount of?Income Tax and/or Capital Gains Tax at least equal to the tax that the?charity reclaims on your donations in the appropriate tax year (currently?25p for each £1 you give).?
2. You can cancel your gift aid declaration at any time by notifying NRAS.?
3. If in the future your?circumstances change and you no longer pay tax on your income and capital?gains equal to the tax that NRAS reclaims, you can cancel your?declaration.
4. If you pay tax at the higher rate, you can claim further tax relief in your?Self-Assessment?tax?return.??
5. If you are unsure whether?your donations qualify for Gift Aid tax relief, [refer to the HMRC website here](#).??
6. Please notify NRAS if?you change your name or address.?

How does NRAS spend the money I have raised?

For every £1 raised we spend 82p on charitable activities.

What is the charity name and number?

The charity's full legal name is The National Rheumatoid Arthritis Society.

Our registered charity number is 1134859 (England and Wales) or SC039721 (Scotland).

How do I get in touch?

Get in touch

By phone:

Phone NRAS on 01628 823 524 and press 2 for the Fundraising team.

By post:

Send your name, address and question(s) to: NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW

By email:

Please email fundraising@nras.org.uk with your question(s).

Can I give to NRAS through my Charities Aid Foundation (CAF) account?

You can pay your money, via CAF, to NRAS in the following ways:

Online:

You can donate to NRAS through the [CAF website](#)

By phone:

To donate by phone, call our fundraising team on 01628 823 524

By post:

Send a CAF charity cheque, with your name and address to: NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW

I make a regular donation to NRAS, how do I update my details or change the amount I donate?

If you would like to change your payment details or change the amount you donate to NRAS on a regular basis, please contact a member of the fundraising team or your bank directly.

By phone:

Phone the NRAS office on 01628 823 524 and press 2 for the fundraising team.

By post:

Send your name, address and details of what you would like to update or change: NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW

By email:

Please email fundraising@nras.org.uk with your name, address and details of what you would like to update or change.

Where can I find a copy of your Annual Review?

Please take a look at our [Annual Reviews and Accounts page](#), which will detail our incredible achievements.

Can you provide collection envelopes for a funeral?

We can provide you with donation envelopes to distribute at the funeral of a loved one. To request your envelopes, please email fundraising@nras.org.uk or call 01628 823 524 and press 2 for the fundraising team. ??

When making any type of in memoriam donation, please let us know the name of the person your gift is in memory of so we can attribute any money raised to their memory.

I live outside of the UK, can I still donate?

Yes, you can still donate to NRAS if you live outside of the UK. Please donate:

Online by BACS transfer: Using the details below, you can make a BACS transfer from your account to the NRAS account:

Account Name: NRAS

Sort Code: 40-31-05

Account Number: 81890980

IBAN: GB70HBUK40310581890980

BIC: HBUKGB4110K

By post: Send a cheque, made payable to NRAS, along with your details to: NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW

By phone: Phone the NRAS office on 01628 823 524 and pay with debit or credit card

Via the NRAS website: [Donate Now](#)

Don't forget to notify the Fundraising team of your payment, so we know to look out for it: fundraising@nras.org.uk

Do you receive any statutory or government funding?

No, NRAS does not receive any statutory or government funding and relies entirely on funds raised through voluntary donations.

Do you have a policy on accepting or refusing donations?

Yes, please see section 6 of the Fundraising Policy [here](#).

Can I get more information about your work?

If you would like more information about the work that NRAS does to help individuals with rheumatoid arthritis (RA) and juvenile idiopathic arthritis (JIA), please contact the fundraising team:

By phone: on 01628 823 524 and press 2 to speak to a member of the Fundraising team

By post: Please provide your name, contact details and details of what you would like to know about NRAS and the work the charity does to NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW

By email: Please provide details of what you would like to know about NRAS and the work the charity does in an email to enquiries@nras.org.uk?

How can I order merchandise for my event?

If you are taking part in an event by either registering an NRAS place or buying your own place, we will send you a free NRAS running vest or NRAS T-shirt once you have begun fundraising.

Alternatively, if you wish to purchase NRAS merchandise you can do this via the website from the NRAS [Shop](#)

If you have any questions, please contact fundraising on fundraising@nras.org.uk.

Can I use your logo on any literature for my event, e.g. posters?

If you are arranging an event in support of NRAS, we would be happy to provide you with our NRAS logo for your invitations/posters upon request. We would just ask for the full details of your event. Please also ensure that our Charity Registration number is also included on any printed material you may produce such as posters or tickets for events.

Please contact us for more information fundraising@nras.org.uk or 01628 823 524 (option 2).

Can you help me publicise my event?

If you are arranging an event in support of NRAS, we would be happy to add your event poster/details or link on our social media platforms.

Please contact us for more information fundraising@nras.org.uk or 01628 823 524 (option 2).

How do I organise a street collection?

Street Collections usually require a licence or permit from your local council. This you would need you to apply for in-person via your local council offices or website. This is required if you anticipate collecting in a public place.

However, if you are collecting on private land, i.e. if you have permission from a large supermarket to hold a collection in their store, a local council permit is not required.

Please contact us for further information about such collections on fundraising@nras.org.uk or call 01628 823 524 and press 2 for the fundraising team.

Where can I get a sponsorship form?

You can download our sponsorship form [here](#). We can also post them out to you if you are unable to download the form.

Please contact fundraising@nras.org.uk if you would like a sponsorship form posted to you.

Can someone attend my event or cheque presentation?

If possible, we would be happy to attend your event or cheque presentation; we do have volunteer groups across the UK who may attend on our behalf.

Please contact us for more information fundraising@nras.org.uk or 01628 823 524 (option 2).

Where can I find your Fundraising Policy?

You can find the NRAS Fundraising Policy [here](#).

Do you have a Vulnerable Persons Policy?

You can find the NRAS Vulnerable Persons Policy here – [Vulnerable Persons Policy | NRAS](#)

Can I see your Fundraising Complaints Policy?

You can find the NRAS Fundraising Complaints Policy here – [Fundraising complaints policy | NRAS](#)

Can I see your Privacy Policy?

You can find the NRAS Privacy Policy here – [Privacy Policy | NRAS](#)

Any other questions? Get in touch

By phone:

Phone NRAS on 01628 823 524 (and press 2) to speak with a member of the Fundraising team.

By post:

Send your name, address and question(s) to: NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, SL6 3LW.

By email:

Email fundraising@nras.org.uk with your question(s).

Thank you so much for your support, NRAS wouldn't exist without people like you!

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