

# LAUNCH OF NEW TELEPHONE SERVICE



The PGS is delighted to announce the launch of a new telephone service, designed to enable prospective donors to set up a regular Direct Debit donation to your parish **over the phone**.

## How will it work?

The service will go live on **Monday 27<sup>th</sup> April 2020** and will operate weekdays between 9 - 5pm.

Please encourage prospective donors to set up a regular gift to your parish by calling our dedicated telephone line:

**0333 002 1271**

One of our administrators will take them through the sign up process – this normally takes around 15 minutes. They will need to have the following information to hand:

- Personal bank account details
- The name of the parish they wish to donate to
- They will need to confirm if they want to increase their gift in line with inflation each year
- Confirm if they are eligible for Gift Aid
- The PGS code for their parish (usually 9 digits in length) \*

***\*Note: This is the one piece of information that the donor will not have. Please ensure they have this information, to guarantee the gift goes to the correct parish.***

## What happens next?

Donors will receive written confirmation (by email or post) of their Direct Debit, including details of the parish they are supporting, the amount of their gift and the date of their first donation.

Please note that if they currently give to the church via standing order, we advise them to wait until receiving the confirmation letter from PGS before attempting to cancel it.

## How will our parish be notified of the donation?

The parish's Planned Giving representative will receive a monthly statement, detailing the names of those who have donated (unless they choose to remain anonymous) and all the gifts given through the PGS.

## What if they need to change their donation?

If donors wish to make any changes to their Direct Debit, they should notify a member of the PGS team by phone 0333 002 1260, email [info@parishgiving.org.uk](mailto:info@parishgiving.org.uk) or in writing to the address below.

Praise for the new service:

*"I found the ease of using the new telephone very satisfactory. The whole process was efficient and only took 15 minutes. The staff were very helpful and I would thoroughly recommend this service."*

**Dr Simon Thorp, Eastbourne St Saviour**