

Ivan Fisher

Independent Funeral Homes Ltd

Established 2005

Ivan Fisher Funeral Homes Management of Charitable Donations Policy

As part of Our Complete Service and our Enhanced Direct Cremation service we offer our clients the option for us to receive, record and acknowledge charitable donations in memory of their loved one.

Online Donations Policy

We have partnered with the online giving platform 'Much Loved' to process any donations received via our website.

All payments are handled directly by Much Loved and donations are transferred to the nominated charity or charities directly by BACs payment on the 15th of each month.

Much Loved charge a merchant fee for each donation that they process. Charitable organisations must agree to the terms and conditions directly with Much Loved before any donations are processed.

Requests for refunds and transaction queries need to be addressed directly with Much Loved.

Offline Donations Policy

We also process and manage donations given as cash, cheque or CAF Voucher.

We keep a donation account open for approximately 6 weeks following a funeral. During that time, any donations we receive will be individually logged onto our secure internal system. Where possible, we record the name of the donor, the total amount given, the method that the donation was given to us and if the donor includes their address, they will be issued with a personalised letter to thank them on behalf of the family.

Any donations received are banked into our Barclays Community Account. This includes all cheques, regardless of who they are made payable to. When the six weeks have elapsed, we issue a cheque or make a direct payment to the nominated charity for the total amount donated.

If more than one charity has been nominated, the total amount raised will be split evenly amongst the nominated charities.

Full records of banking transactions are kept digitally by Ivan Fisher Funeral Home and can be inspected upon request by any client.

Ivan Fisher Funeral Homes do not charge a transaction fee for processing charitable 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.