

DONATION FAQ

For enquiries not addressed in the FAQ, please get in touch with us via our online contact form, or drop an email to info@myfoundationfordeaf.org.

General

What is the currency used for online donations to Majudiri 'Y' Foundation For The Deaf?

- All transactions will be in Ringgit Malaysia (MYR). However, if you are a non-Malaysian credit cardholder, you will be charged according to your base currency at the prevailing rate set by your credit card company.

I don't have a Malaysian bank account. Can I still donate online to Majudiri 'Y' Foundation For The Deaf?

- **Yes.** We welcome donations from all.
- If you do not have a Malaysian bank account from which to do online banking, you can opt to donate by using credit card. Please note that you will be charged according to your base currency at the prevailing rate set by your credit card company.

Is there a minimum donation amount for a single online transfer?

- **No.** You are free to donate as much or as little an amount through our online payment gateway. However, for the purpose of issuing tax-exempt receipts, please note that we have a certain level of administrative cost that needs to be maintained (postage, notification systems etc), as such we require your consideration on the appropriate amount should you wish to claim tax-exemption.

Is there a maximum transaction limit for a single online transfer?

- **No.** You are free to donate as much or as little an amount through our online payment gateway. However, depending on your method of payment, please be aware that the maximum limit per transaction will be imposed by your credit card limit, or other constraints introduced by your financial institution.

Method of Payment

How can I pay for my donation?

We have several payment options, some of which are:

1. **CREDIT CARD (MASTERCARD & VISA) VIA IPAY88**
2. **CHEQUE PAYMENT**
(VIA MAIL, OR WALK-IN TO HEAD OFFICE)
3. **ONLINE BANKING VIA HONG LEONG BANK**
(INTERBANK GIRO FOR LOCAL PAYMENTS, TELEGRAPHIC TRANSFER FOR OVERSEAS PAYMENT)
4. **CREDIT CARD PAYMENT VIA TERMINAL AT OUR HEAD OFFICE**
5. **CASH**
(VIA DONATION BOXES, DIRECT TRANSFER THROUGH ATM, WALK-IN TO OFFICE)

Does Majudiri 'Y' Foundation For The Deaf accept cash donations?

- **Yes.** You can pay cash directly to our office at the following address:

Address.....

You can also bank-in your cash at the following accounts:

Bank Name	Hong Leong Bank Bhd.
Account Name:	Majudiri 'Y' Foundation For The Deaf
ABA Swift Code:	
Account No:	292-0000-9905
Address:	150, Jalan Tun Sambanthan, 50470 Kuala Lumpur.

For cash donations or direct transfer into our account, please fax or email us your remittance slip and include your personal details (name, address, phone number) should you wish to claim tax-exempt receipts.

Does Majudiri 'Y' Foundation For The Deaf Malaysia accept cheques?

- **Yes.** Crossed cheque should be made payable to **Majudiri 'Y' Foundation For The Deaf**. You can submit the cheque by hand, mail it to us at our office address, or bank-in directly to our account as highlighted above.

Can I use my debit card to pay donation online?

- **Yes.** As long as the card bears a Visa or MasterCard logo, **ipay88** will be able to process your donation.

Can I use my prepaid Visa card & MasterCard?

- **Yes.** As long as the card bears a Visa or MasterCard logo, **ipay88** will be able to process your donation.

Do I have to pay for bank or card company fees in addition to the ipay88 transaction fee?

- **No.** **ipay88** transaction fee is inclusive of the bank and card company charges.

Technical and Security Concerns

I'm donating using my credit card. Can I trust your site to keep my information secure?

- **Yes.** We do not view or capture your credit card details.
- Payment transactions are handled by **iPay88**, or **PayPal** which has put in place various security requirements and compliance guidelines to curb fraudulent transactions from occurring. **iPay88** and **PayPal** comply with PCI Data Security Standard and Malaysia Payment System Act.
- On our part, our donation page is hosted on a secure server to ensure integrity of data and security of your transaction.

Why does it say "Mobile88.com" on my credit card statement?

- This happens if payments are processed by **iPay88**, thus the transaction will appear as "Mobile88.com" or "Mobile88.com Sdn. Bhd." on your credit card statement. Other payment methods such as local online banking are also processed by **iPay88**. For payments processed by PayPal, "**PayPal Malaysia**" will appear

When I click on the button "Credit Card Payment", nothing happens after that. Why?

- Please examine the settings of your internet browser to verify if the pop-up blocker is turned on. Please ensure that the pop-blocker is turned off. For Internet Explorer users, go to Tools->Pop-Up Blocker->Turn-Off Pop-Up Blocker.

Cancellation and Refund

I donated the wrong amount through the online payment gateway. Can I cancel my donation and get a refund?

- **Yes.** Please notify us immediately after the remittance is made, as we need to do the required bank reconciliation before processing your refund. If a tax-exempt receipt has been issued, our policy is to refund the donation only upon receiving the original copy of the tax-exempt receipt and performing the bank reconciliation.

Tax Exemption Receipt (Malaysian Donors Only)

Is my donation tax-exempted?

- If you are a Malaysian citizen, you are entitled to tax exemption for all cash donations as defined under sub-section 44 (6) of **Income Tax Act 1967**, Government Gazette: 5879

Is there a minimum amount of donation required for me to be eligible for tax-exemption?

- **No.** You are free to donate as much or as little an amount, and still be entitled to a tax-exempt receipt. However, please note that we have a certain level of administrative cost that needs to be maintained (postage, notification systems etc), as such we require your consideration on the appropriate amount should you wish to claim tax-exemption.

Is there a maximum limit of donation amount for me to be eligible for tax-exemption?

- **No.** You are free to donate as much or as little an amount, and still be entitled to a tax-exempt receipt.
- However, for donations above RM5,000 in a single receipt, we are required to declare to the Inland Revenue Board of Malaysia, and as such we will require additional details from you:
- FOR INDIVIDUAL DONATIONS, WE REQUIRE YOUR FULL NAME AND YOUR MALAYSIAN IDENTITY CARD NUMBER.
- FOR COMPANY DONATIONS, WE REQUIRE YOUR COMPANY'S FULL NAME AND YOUR COMPANY REGISTRATION NUMBER.

What information do you need from me if I want to get a tax-exempt receipt for my donation?

- We need to have your full name (*as required to be written on the tax-exempt receipt*), and mailing address to post the receipt to. We also collect your email address and phone number to follow up on your receipt if necessary.

How long will it take for me to receive my tax-exempt receipt?

- You should receive your tax-exempt receipt within 2 weeks of us receiving your notification (*together with proof of payment*) via fax or email. Do notify us if this has not happened and we will attend to your request immediately. Please note that in the event of a disaster, there may be some delays due to the volume of transactions that we receive.

I lost the original tax-exempt receipt that you have issued. Can I get another copy from Majudiri 'Y' Foundation For The Deaf?

- We can only issue a certified true copy receipt to replace the receipt that you have lost. Please note that to minimize our administrative cost (*postage, notification systems etc*), we will only allow a one-time issuance of replacement receipts.