



AGA KHAN FOUNDATION CANADA FONDATION AGA KHAN CANADA

Aga Khan Foundation Canada (AKFC) Mulaqat Nazrana - FAQ

1. What is the difference between “Direct Debit” and “Echeque”?

Direct Debit

Direct Debit is a payment method where funds are pulled by AKFC based on the bank account information you provide. Funds are withdrawn when your bank receives AKFC’s request.

There is no limitation on the amount of the transaction. However, you must ensure you provide accurate bank account details of an account that is active and has sufficient funds. Otherwise, AKFC will be unable to complete your request.

Processing your donation will take around 10 days.

Echeque

Echeques are pulled by the payment processor (Stripe on behalf of AKFC) after you login to your online banking to authorize the transaction.

Please note echeque accepts a maximum of \$25,500 per transaction. We are actively working with our payment processor to increase this limit.

Processing your donation will take around 3-5 days.

2. What should I expect by donating via Direct Debit?

When you donate via Direct Debit, you will be providing AKFC with accurate bank account details to withdraw funds from your bank account.

You should ensure you are providing bank account details of an account that is active and has sufficient funds. Otherwise, AKFC will be unable to complete your request to process your donation.

Upon submission of the information, you will receive a *Confirmation of pre-authorized debit (PAD) agreement with Aga Khan Foundation Canada* by email. You should review the information carefully and reply to the email if the information is **not** accurate.

AKFC will submit a request to your bank to withdraw the funds. After successfully processing the submission, AKFC will be able to update your donation details and status.

This process will take approximately 10 days.

Tax receipts are issued the following month once the successful donation is reconciled with the bank.

Please remember to check your junk or spam folder, as emails may occasionally be filtered there depending on your email security settings.



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3. What should I expect when donating via echeque?

When you donate via echeque, you will be prompted by AKFC's payment processor, Stripe, to login to your online banking and select the bank account you wish to use for your donation.

You must be alert to any notifications your bank may send you during this process—your banking app may ask you to confirm that you authorize this donation before it can be completed.

After submitting your donation, you will receive a Confirmation of pre-authorized debit (PAD) agreement with Aga Khan Foundation Canada confirming that you have authorized AKFC to withdraw the donation amount from your account. Stripe, on behalf of AKFC, will then attempt to process the withdrawal. This typically takes up to 3 business days.

Once the withdrawal is successful, your tax receipt will be emailed to you.

Please remember to check your junk or spam folder, as emails may occasionally be filtered there depending on your email security settings.

Please note echeque accepts a maximum of \$3,000 per transaction. We are actively working with our payment processor to increase this limit. If you wish to contribute more than \$3,000, you may submit an additional donation or refer to the FAQ section below for alternate payment methods to complete your contribution.

4. Can I submit my donation by credit card?

Credit card payments are **not** accepted for this initiative due to the nature of the contribution. Please use one of the alternative payment methods outlined below.

5. What other payment methods can I use to submit my special donation?

In addition to online Direct Debit and echeque, you may donate using any of the following methods:

- *At JK through an AKFC Donor Services JK Volunteer*
Please sign and keep your Payment Acknowledgment as proof of payment.
Ensure you provide your email address so AKFC can email your tax receipt once donation forms are submitted to the office.
- *Bill Payment through your bank*
Aga Khan Foundation Canada is listed as a payee at most financial institutions.
To add AKFC as a new payee, use the 10-digit alphanumeric account number shown on your pledge statement (starting with "ac000xxxxx").
If you do not have this number, please contact: akfc.donorservices@akdn.org



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- *Mailing a cheque to AKFC*
Please make cheques payable to **Aga Khan Foundation Canada**
On the memo line, write: "Canadian Mulaqat Nazrana"
Mail to: AKFC-Donor Services - 199 Sussex Drive, Ottawa, ON K1N 1K6
- *By Wire Transfer*
For instructions please contact akfc.donorservices@akdn.org
- *Donating Stocks*
AKFC works with 2 brokerage partners: *CIBC Wood Gundy* and *RBC Dominion Securities*.

You may transfer shares using either broker. Please complete and sign one of the forms linked below, then submit it to your own broker, who must initiate the transfer.
AKFC's brokers cannot initiate the transfer on your behalf.

Once your broker has initiated the transfer, kindly send a copy of the form to:
akfc.donorservices@akdn.org

Please note: Flow-through shares or other unconventional securities that cannot be used immediately require prior approval from AKFC.

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6. When will I receive my tax receipt?

- *If you donate online via echeque:*
Your tax receipt will be emailed once your bank completes the withdrawal, typically within 3-5 business days or less.
- *If you donate via online Direct Debit:*
Your tax receipt will be issued the following month once funds have been successfully pulled from your account and no insufficient-funds issues are reported.
- *If you donate at JK:*
Your tax receipt will be issued the following month after donation forms are received at the office and processed.
- *If you donate via Bill Payment through your bank:*
Your tax receipt will be issued the following month once the bank's transaction details are received and processed.



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- *If you mail a cheque:*
Your tax receipt will be issued the following month after the cheque is received, cleared by the bank, and processed.
- *If you donate via Wire Transfer:*
Your tax receipt will be issued the following month once the bank provides the transaction details and they are processed in our system.
- *If you donate Stock:*
Your tax receipt will be issued the following month once AKFC's broker records the donation and details are processed.

7. Who can I contact if I have any questions about my donation?

If you have any questions our Donor Services Team is available to assist you from Monday to Friday during regular business hours.

You can email us akfc.donorservices@akdn.org or call us at 1-800-267-2532.