

## CharityGo Donor FAQs

### What is Charity Go Boost Donate?

Charity Go is the app chosen by CHSW to allow fundraisers to easily raise funds while out and about using just their mobile phone. Fundraisers download the app and are granted access to the app by CHSW, and then they can start fundraising.

Boost Donate is the name for the tap-on-phone functionality. Simply choose your donation amount, and when prompted by the screen, hold your contactless card or digital wallet device near the NFC of the fundraiser's device to make your donation.

### How does it work?

It works by using the built-in NFC reader in your smartphone (the same one you use to make mobile payments), to turn your phone into a secure payment terminal.

It is compatible with Visa, Mastercard, American Express and NFC-based mobile wallets such as Apple Pay, Google Pay and Samsung Pay.

### Is it secure?

Yes, Boost Donate meets the highest levels of security standards. The platform has passed rigorous testing by Apple and Google, and all payment providers are fully PCI-DSS compliant.

### How do I know CHSW will receive my donation?

CHSW manage all access to the app and can tailor what each fundraiser sees on their home screen. All fundraising is linked to the charity's account.

### Can I donate a different way?

Of course! Visit [chsw.org.uk](http://chsw.org.uk) and click the "Donate" button at the top to make your donation online.

### Will the fundraiser have access to any of my data?

No, sensitive card payment details (like card numbers or PIN numbers) are never stored on the phone handset. Instead, encrypted payment information is reconciled in real time between your bank and Charity Go's payment partners, in the same way most physical card terminals work.

