



AHILLZ COMMON QUESTIONS

1. How does Ahillz work?

Ahillz is a collection of causes from the best charitable organizations worldwide. We make it easy, convenient and secure for users to donate without leaving their favorite mobile applications. All the funds you donate are sent directly to the nonprofits' bank accounts. Nonprofits love us — we help them raise more by catering to the mobile-first audience.

2. Is Ahillz free?

Ahillz is completely free — for both donors and charities. Non-profits pay us nothing to get listed, and we do not charge any commission from you. The only commission you face while donating is from our payment processor, which is Stripe. It is 2.9% + \$0.30 per each transaction. We can't avoid this fee, and suggest you to cover it. This setting is enabled by default and can be disabled during the donation process.

3. How do you deliver money to non-profits?

Every month, we compile the funds a cause has raised and send them to the organization by their choice of disbursement — typically by check or wire transfer. We wait for at least 30 days before distributing any donation to the charity thanks to our 30-days donation refund guarantee.

4. How do I access my donations later?

All your donations are stored on www.ahillz.com website. Click on the link in the top right corner to access the Donor Console. Note that is only available to users who have already made a donation via Ahillz. Please use your email to get inside and view the log of your donations. You can request a donation receipt, manage the status of your subscription and get support in the console.

5. Do you verify causes that are listed?

Each organization that applies to Ahillz is vetted by our team of skilled nonprofit investigators. They carefully review all financial and organizational documents of each organization to ensure that they use the funds as they stated. Additionally, as partners of Benevity and Apple, we are being audited by their personal and affiliated experts.

6. Is Ahillz safe?

Absolutely. We partnered with Benevity — a global leader in Corporate Social Responsibility and employee engagement, a certified B corporation — to reliably verify all the causes we list. This is very rigorous process that involves hundreds of hours of hard work, financial audits and discussions. Additionally, Apple imposes a certain set of strict requirements on causes that can be promoted on their devices. The fact that you are reading this sentence testifies to the fact that we have successfully passed all the checks and verifications, and are as safe as we can be.

7. How Ahillz makes money?

All the monies you donate are sent directly to charities — without us taking a cut. Later, a nonprofit may want to reward us with a commission or fee (because we are doing such an amazing job connecting you guys with them). This reward is up to a nonprofit. Rest assured that your donation is its entirety is moved to the charity of your choice.

8. Is it possible to refund a donation?

Yes. We are one of the very few industry companies offering such service to donors. While do the best we can to make sure that your donations go to the most safe and important causes, we understand that things happen, and you may want to get your donation back. In case something is not right, we will refund your donation. Please be sure to notify us about refund within 30 days period after you make your donation. After that period, it won't be possible for us to get your donation back, because it would have already been wired to the charity of your choice.

9. Is my donation tax-deductible?

All donations are tax-deductible for donors who are US taxpayers, and all causes on Ahillz have been pre-qualified for 501(c)(3) equivalency status. Ahillz issues you a tax receipt immediately after making a donation on behalf of the charitable organization of your choice. Additionally, you can access a copy of your complete donation history on www.ahillz.com at any time.

10. Is my donation protected?

All credit card donations are processed through Stripe, a secure third-party payment gateway for credit card payments. Because all transactions go through third parties, Ahillz does not store or retain credit card numbers. Further, we will never release your personal information to any outside party unless authorized to do so. All donations made through Ahillz are kept private over Stripe's secure networks.

11. Who can donate?

Pretty much everybody can donate via Ahillz. However, we are currently primarily focusing on donors from North America. Almost all the causes we have partnered with are from North America. We provide donors with tax-deductible charitable receipts. While we welcome every donor from all corners of the world, please stay alert that if you are from Europe or Oceania, we may not be able to provide you with the receipt that would be tax-deductible according to local regulations. That said, you may be 100% sure that your donations will reach its final destination regardless of where you are from.

12. Can I donate anonymously?

Sure. We understand your desire for privacy and take it very seriously. During the donation process, you may select to make your donation anonymously. Ahillz will still ask for your name and email for tax and regulatory purposes, but we won't share any of this information with the cause and organization to which you have donated.

13. Where do I find my donation receipts?

A donation receipt is sent to your email inbox immediately after you make a donation. Please check all the folders, including spam folder. You can always view the list of your donations in the Donor Console at www.ahillz.com website and request a donation receipt for any of them any time.

14. How do I cancel my recurring donation?

If you need to cancel your monthly donations, simply login to www.ahillz.com. You can then click on a menu icon in a donation that you would like to cancel, so that no more donations will be processed on your card. You can always set up a new recurring donation at any time if you change your mind.

15. When will I be charged for my monthly donation?

Once you complete your transaction, your card will be charged this amount immediately, and then will automatically be charged the same amount on the same day of each month going forward. For instance, if you set up your monthly donation on January 20th, then all future donations to the organization of your choice will post to your credit card on the 20th of each subsequent month until you cancel your monthly donation. Funds collected during each calendar month will be used to make an aggregate donation to the organization.

16. How do I change the amount of recurring donation?

Please request this by dropping us a quick email to support@ahillz.com. In the future, this functionality will become a part of the Donor Console.

17. How do I update my card details for recurring donations?

Please request this by dropping us a quick email to support@ahillz.com. In the future, this functionality will become a part of the Donor Console.

18. How do I update my email address?

Please request this by dropping us a quick email to support@ahillz.com.

19. What are the payment methods?

We accept all popular credit and debit cards (including Visa, MasterCard, American Express, Diner's Club). Also, you can donate via Apple Pay on supported devices as long as you have your Wallet configured and linked to your bank account.

20. What if the cause does not reach the goal?

It is okay! We introduced goals to illustrate the fundraising progress. The progress bar may be updated with a significant delay, and it does not necessarily illustrate funds raised via Ahillz only. We do not require non-profits to reach any goals before they are able to withdraw funds; we are sending them checks every month.

21. Is there a minimum donation?

\$10 or equivalent in your currency according to Stripe exchange rates.

22. What is a recommended donation amount?

While you are free to donate any amount of money starting at \$10, we would like to let you know that our average donor gives \$60 per cause. You would see a recommended and most common donation amount on each cause donation page.