



**WWF** *for a living planet*

## **Frequently Asked Questions**

### **Q1: What is WWF? What does WWF do?**

Established in 1961. WWF is a global conservation organisation, with a global network active in more than 100 countries. WWF's mission is to build a future in which humans live in harmony with nature.

### **Q2: What is WWF-Hong Kong's work about?**

WWF-Hong Kong has been working since 1981 to deliver solutions for a living planet through Conservation, Footprint and Education programmes.

### **Q3: What privileges do WWF members enjoy?**

After becoming our member, you can enjoy the following privileges:

- One free tour of "Exploring Mai Po"
- Reduced rate for members' activities and you may also bring a non-member for each activity unless otherwise stated
- Receive our publications and conservation updates
- For other privileges, please visit our website

### **Q4: What's the difference between one-off and monthly donations?**

Every cent counts, we welcome all donations. However, we would recommend monthly donations because it will provide stability to our cash flow and help save our administrative cost, maximizing your donations.

**Q5: Why should I become a member instead of an ordinary supporter?**

- We need more members to support our conservation policies in order to urge the government to protect our environment.
- Member's continuous support will provide stability to our income.
- Members will enjoy our membership privileges and receive publications and other conservation updates from us.

**Q6: Can I make a donation to WWF online or via ATM machines?**

Yes, you can make your donation to WWF via the following methods:

- Online donation:  
You can make a donation at our website.
- Deposit the donation directly into our bank account:  
You can deposit your donation into our HSBC account #004-111-385316-001 through the ATM machine or any bank branches.
- PPS:  
Our PPS merchant code is 9502. If you have already registered for the PPS service, you can dial 18031 or log onto [www.ppschk.com](http://www.ppschk.com) to make your donation. Please enter 9502 as the merchant code and your 8-digit contact number as the "Reference Number"

**Q7: Where can we buy the WWF souvenirs?**

All souvenirs can be purchased directly at our Panda Shop in Central Office and Mai Po Nature Reserve. You can make your purchase directly at our Panda Shop, or order via us at 2864 1443. You can pay and get your purchase at our Central office at 1 Tramway Path, Central, Hong Kong.

You can also download the purchase order form and view our products catalog on [wwf.org.hk](http://wwf.org.hk).



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**Q8: How can I join WWF's activities?**

All our activities will be promoted on our website and we will also email the activities details to our supporters. Simply sign up to our e-newsletter and you will receive our latest activities' updates.

**Q9. Why WWF use an agency to do street fundraising?**

Street fundraising is the most effective and productive way to gain members and supporters. By out-sourcing this fundraising job, we can focus and allocate our resources on our conservation work and keep our headcount as low as possible.

**Q10. How can I cancel my monthly donation?**

You can simply call us at 2526 1011 (after choosing the language, please press 1, 1, 2, 0 to directly contact our donor services staff) or send us a fax at 2845 2734 or email us at: [member@wwf.org.hk](mailto:member@wwf.org.hk) to cancel your monthly donation. Please provide your membership number, name and telephone number.

**Q11. How long does it take to cancel my monthly donation?**

Normally, it takes around 10-15 working days to do the cancellation.

**Q12. How can I amend my donation amount?**

You can simply call us at 2526 1011 (after choosing the language, please press 1,1,2,0 to directly contact our donor services staff) or send us a fax at 2845 2734 or email us at : [member@wwf.org.hk](mailto:member@wwf.org.hk) to make any changes. Please provide your name, telephone number and membership number if there is any.

**Q13.When can I get my donation receipt?**

For monthly donors, we will send out your tax-deductible receipt around April every year; for general donors, your receipt will be sent out once your payment is settled. Donation receipt will only be offered when donation amount is \$100 or above.

**Q14.How can I update my mailing address or other personal information?**

You can simply call us at 2526 1011(after choosing the language, please press 1, 1, 2, 0 to directly contact our donor services staff) or send us a fax at 2845 2734 or email us at: [member@wwf.org.hk](mailto:member@wwf.org.hk) to update your personal details. Please provide your name, telephone number and membership number if there is any.

**Q15.What is your office hour?**

Our working hour is from 9:00 a.m. to 6:00 p.m., Monday to Friday.

**Q16.Where are your offices?**

We have five offices, for the contacts of departments of conservation, marketing & fundraising, accounts, administrative and communications, staff are located in our Kwai Hing office: 15/F, Manhattan Centre, 8 Kwai Cheong Road, Kwai Chung, New Territories; for meeting our staff of donor services, they are located in the Central office: 1 Tramway Path, Central. Three other offices are located in Mai Po, Hoi Hai Wan and Island house in Tai Po, more details are available on our website.

**Q17.How can I join the activities in Mai Po?**

You can simply call our hotline at 2526 1011 (after choosing the language, please press 2,1,0 to directly contact our Mai Po staff) for details and enrollment.



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**Q18. How can I subscribe to the WWF quarterly magazine - About Life?**

You can download the subscription form on our webpage, fax the form or mail it to us together with the payment. We also provide free online pdf version. You can read the current and past issues online while saving paper.