



My Baby Shark Package – FAQ

1. What will happen after I purchase the My Baby Shark?

Please visit wwf.org.hk/mybabyspark to register your shark. You will notice there is a registration number on your My Baby Shark packaging. Please enter your registration number and personal details as required on the form. After you have completed the form, press the submit button.

After submission, you will receive an automated email containing an e-certificate confirming that your symbolic shark has been named on your behalf. This e-certificate will also contain the geo-coordinates for your shark on the special designated area on Google Maps and we will also send you a link so that you can use it to locate your baby shark on Google Maps easily. Please visit your symbolic baby shark and update it with your personalized photo in your shark detailed page.

2. I didn't receive my registration email

Please check your spam folder. If you still can not find it please send an email to pandashop@wwf.org.hk containing as much information as possible i.e. voucher number, email address, shark name, certificate name etc. We will search for your details and resend you the registration email.

3. Can I change my shark / e-certificate name?

You can not do this yourself – you will need to ask WWF to do this for you. Please send an email to pandashop@wwf.org.hk containing as much information as possible i.e. voucher number, email address, tree name, certificate name etc. Along with the new details, we will make the update for you.

4. Can I buy more than one baby shark?

Of course you can! They make a great gift. So why not buy your family and friends their own personal symbolic shark and help spread the message about saving these beautiful animals.

5. Will I get news about My Baby Shark by post?

No. We will send all correspondence to the email address you provided.

6. Can I choose my key chain species?

No. These are collector's items and are in sealed bags, so we do not know which bag contains which species. Sharks finning is indiscriminate and affects all species; a bowl of sharks fin soup may contain sharks fin from any of a number of species. So, to echo this real-life conservation issue, your bag may also contain any shark species.

7. Do I need to be a WWF member to buy a My Baby Shark?

No.

8. Can I name the shark in Chinese?

Yes, the only restriction we have is that the shark name can not contain the "&" symbol.

9. Is there any overseas delivery?

Yes. Please check the rules of your destination before you forward it to friends or relatives in other countries.

10. Where will My Baby Shark be located in Google Maps and why?

We have placed your baby shark in Hong Kong harbour. The sustainability of consuming shark products such as shark fin has long been of global concern and Hong Kong is one of the largest global



consumers of shark fin. It is very rare to find real sharks in Hong Kong waters nowadays but we wanted to show the collective Hong Kong support for conserving the species, and where better to do this than the world famous Hong Kong harbour.

11. Any limitation for the baby shark naming?

Only one. Due to a technical issue we are not able to accept names containing “&” please use ‘and’ if needed.