



## 'My Baby Tree' Program – FAQ

### 1. What happens after I have purchased the babytree?

Please visit [www.wwf.org.hk/mybabytree](http://www.wwf.org.hk/mybabytree) to register your tree. You will notice there is a scratch (grey square) panel on the MyBabyTree packaging. Please scratch off this panel to reveal your personal registration number. 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 the tree has been planted on your behalf. This certificate will also contain the geo-coordinates for your personal tree. We will also send you a kmz link so that you can use it to locate your baby tree on Google Earth.

Please allow up to 10 working days for your details to be updated in Google Earth.

### 2. I did not 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](mailto:pandashop@wwf.org.hk) containing as much information as possible: i.e. voucher number, email address, tree name, certificate name, etc. We will search your details and resend you the registration email.

### 3. Can I change my tree / e-Certificate name?

Yes, you can. To do so, send an email to [pandashop@wwf.org.hk](mailto:pandashop@wwf.org.hk) containing as much information as possible: i.e. voucher number, email address, tree name, certificate name, etc. Once you have provided the new details, we can update it for you.

### 4. I can't find my babytree on Google Earth.

Please allow up to 10 working days after registration for your tree's name to be added to Google Earth. . The kmz link you receive on registration will contain the coordinates of your newly-planted baby tree, but in order for it to work, you need to make sure you have downloaded Google Earth (a global mapping application) on your computer first. [Click here to download.](#)

### 5. Can I buy more than one babytree?

Of course you can! MyBabyTree makes a great gift, so why not buy your family and friends their own personal trees?

### 6. Will I get news about my babytree by post?

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

### 7. How often can I check for updates and how do I do it?

To check your baby tree, just click on the kmz link and it will automatically direct you to where your tree is planted. Updates will depend on how often Google Earth refreshes their satellite images. Visibility in



rainforest areas also depends on cloud cover.

### **8. How do I use Google Earth?**

Google Earth is very easy to use. Once you've clicked on your kmz link, you will immediately be directed to Google Earth. Then you simply click on the WWFHK\_mybabytree link on the left column of your page and you will be pinpointed to the planting grid of your baby tree automatically. You can easily navigate further by using the tools located in the top right-hand corner of your page.

### **9. Where is Rinjani?**

Mount Rinjani, or Gunung Rinjani, is an active volcano in Indonesia on the island of Lombok. It rises to 3,726 m (12,224 ft), making it the second-highest volcano in Indonesia. Rinjani's forest is the heart of Lombok Island in Indonesia. Nusa Tenggara, its unique dry forest, is home to a wide variety of endemic species and is particularly rich in mammal species. Rinjani's forest supplies 90% of the island's water. Three million people live on the island, which is 5,000 square kilometers, and the population growth is about 1.5% per year. Over 750,000 people live on the slopes of Mount Rinjani. The income level of the people in the region is low.

Since 1998, more than 500 thousand hectares of precious forest has vanished due to illegal logging. This dramatic reduction of forested area has led to a decrease in the number of natural springs, severe water scarcity during the dry season. This invariably affects the livelihood of Lombok's inhabitants. For instance, in 1985, West Nusa Tenggara Province had up to 702 springs, but a study in 2000 indicated that the number has been reduced to just 262. If deforestation continues in Rinjani, and the water supply continues to decline, the effect on the lives of Lombok's three million inhabitants will be devastating. Moreover, the biodiversity of the area will also be adversely affected. By purchasing a MyBabyTree package, you will be directly involved in the efforts to stop this environmental destruction, and you will be helping to provide a brighter future for all of us.

### **10. Do I need to be a WWF member to buy a babytree?**

No.

### **11. Can I name the tree in Chinese?**

Yes, the only restriction we have is that the tree name cannot contain the '&' symbol.

### **12. Is there any overseas delivery?**

No. Many countries have strict rules on the importation of living species. Please check the rules for posting items to your destination before you forward anything to friends or relatives there.