

## BackaBuddy FAQs for RUNNERS

### **I'm a runner, how do I register?**

To launch a crowdfunding campaign on BackaBuddy for a cause you're passionate about, [click here](#) and we will contact you within 12 hours.

### **Who is BackaBuddy?**

BackaBuddy is a proudly South African crowdfunding platform that allows individuals and charities to raise funds safely and effectively online. Since our launch, we have raised over **R232 million** for inspiring causes.

Take a look at a few of the memorable [campaigns](#) launched on BackaBuddy in recent years.

### **How do I make changes to my page?**

You're in luck! BackaBuddy will make the changes to your campaign on your behalf. Email: [lakiwe@backabuddy.co.za](mailto:lakiwe@backabuddy.co.za). Your unique log in details will also be e-mailed to you along with your campaign link, if you prefer to make these amendments yourself.

### **How do I share my campaign and raise funds?**

Once your campaign has been launched, you can share your unique campaign link by copying and pasting your URL onto [Facebook](#), [WhatsApp](#), [Instagram](#) and Twitter. You can also make use of the social sharing icons on your crowdfunding page.

### **When will the charity receive the funds I raise?**

BackaBuddy processes payouts on a monthly basis directly to the charity. Urgent payments can also be arranged on request.

### **What happens if I do not reach my fundraising target?**

If you haven't reached your fundraising target, your campaign will still be able to accept donations until you tell us to close it. Regardless of how much funds you raise, all monies will be transferred directly to your charity of choice.

### **How do I see who donated to my charity?**

When you have received a donation, it will reflect on your crowdfunding page, along with the donation amount and donor's message of support. You can also contact us for a full donor list, please email: [lakiwe@backabuddy.co.za](mailto:lakiwe@backabuddy.co.za).

### **What if my charity of choice is not on BackaBuddy?**

If your charity of choice is not on BackaBuddy, all you have to do is send us an e-mail and we will contact them to get registered. To recommend a charity please e-mail: [lakiwe@backabuddy.co.za](mailto:lakiwe@backabuddy.co.za).

## **BackaBuddy FAQs for CHARITIES**

### **I'm a charity. How do I register?**

To register your charity on the Backabuddy platform please complete this registration [form](#). The BackaBuddy team will be in contact with you within 12 hours to make sure we have all the necessary information to allow runners to start fundraising for you!

### **Can people who are not in South Africa donate to my project?**

Yes, BackaBuddy regularly accepts donations from across the globe through our various payment options. The amount raised on your project page will reflect in South African Rands.

### **Can donors cover the donation fees when donating to my charity?**

On BackaBuddy donors have the option to cover BackaBuddy's platform fee. Good news! More than 65% of our donors choose to cover the platform fee.

### **Does BackaBuddy provide section 18A certificates to donors?**

If the charity you are donating to via BackaBuddy is a registered NPO with 18A status, you can obtain a section 18A certificate. You can either contact the charity directly for your certificate or contact BackaBuddy and we will assist you in requesting the certificate.

### **Who do I contact if I have any questions?**

Your contact at BackaBuddy will be Lakiwe. She will be there to guide you throughout your crowdfunding journey with us. Her contact details below:

**Email:** [lakiwe@backabuddy.co.za](mailto:lakiwe@backabuddy.co.za)

**Whatsapp:** 079 194 9946