



FACT SHEET

1. Why may someone want to use this service?

Individuals may feel overwhelmed by the number of charities contacting them and not know what to do to stop receiving so many communications.

Through the Fundraising Preference Service (FPS), members of the public can choose to stop email, telephone, addressed post, and/or text messages from a selected charity/ies.

2. Can I make a request on behalf of a relative or someone I care for?

Yes, individuals can submit an FPS request on behalf of a relative or someone they care for. They will be asked to confirm that they have authority to act on behalf of the individual concerned and give their name and relationship to the person they are acting on behalf of.

3. How does the FPS work?

- i) FPS requests can be submitted via our website by visiting <https://www.fundraisingpreference.org.uk/> or by contacting our **Helpline on 0300 303 3517**
- ii) Members of the public using the service will need to identify the charity/ies they no longer want to hear from. The easiest way to do this is to find the registered charity number displayed on all promotional material. Alternatively an individual can search by charity name.
- iii) They will need to provide their own name and relevant contact information so that they can be matched to the charity's records to stop the communication. **Please note:** personal information entered into the FPS website will be secure and confidential.
- iv) Three charities can be selected in any one FPS request. If an individual would like to identify more than three charities, any number of FPS requests can be submitted. A reference code to confirm that the request has been completed will be generated and sent to the individual.

4. Once a request is submitted, will the individual hear from the charity/ies again?

Charities have 28 days to process an FPS request. However, please be aware, postal communications may take longer to stop as these may already be in production at the time of the FPS request.

The FPS can only stop direct marketing communications. However, there may be circumstances where it is acceptable or necessary for a charity to contact an individual for other reasons, such as:

- to process or administer an existing gift or standing order
- to fulfil a purchase of a ticket or other retail purchase
- Direct debit correspondence

5. What will FPS not stop?

- People who come to the door fundraising
- People who are fundraising in the street
- Mail that does not have a name on it, but instead is addressed to 'a householder'
- Communications from other organisations that are not charities, for example commercial companies who want to sell goods and services.

This is because this sort of fundraising is not targeting specific individuals, charities have chosen the area (or postcode) to fundraise in general.

6. What resources are available to spread the word?

We have created a poster and postcard to advertise the FPS. Do you have appropriate spaces to share the poster and/or postcard? If so we can provide copies free of charge. Please contact FPS@fundraisingregulator.org.uk or call 0300 999 3418.

7. Where can I find out more information?

Please visit the Fundraising Regulator website for further information about this service.

<https://www.fundraisingregulator.org.uk/the-fundraising-preference-service/for-public/>