



# Help a Husky Life Saver Program

## FAQ's

### **When is the monthly donation deducted?**

On the day that you sign up, unless this is very late in the day, in which case the first transaction can be the next day.

### **How do I exit the program?**

It's easy! Just cancel the automatic payment in your settings in your PayPal account and email [lifesavers@doggierescue.com](mailto:lifesavers@doggierescue.com)

### **When do I see my name on the website?**

This may take up to a week after you sign up. If its not there in 7 days, just email [lifesavers@doggierescue.com](mailto:lifesavers@doggierescue.com).

### **How do I change my supporter level?**

You will need to cancel your current automatic payment in your PayPal settings and set up a new one with your required supporter level then please email us at [lifesavers@doggierescue.com](mailto:lifesavers@doggierescue.com)

### **What if I don't want to use PayPal?**

We will be offering other ways of regular giving via direct credit or debit in the near future. Email us at [lifesavers@doggierescue.com](mailto:lifesavers@doggierescue.com)

### **How many supporters are there per dog?**

As many as possible! DoggieRescue receives no Government funding and relies entirely on wonderful people like yourself to keep the shelter open and functioning and saving animals.

### **What happens if my husky gets adopted or fostered?**

You will automatically get allocated another wonderful, deserving DoggieRescue dog. If you would prefer to choose - just email [lifesavers@doggierescue.com](mailto:lifesavers@doggierescue.com)

### **When does the program end?**

The DoggieRescue Life Saver Program is one of the few consistent means of financial support that DoggieRescue has - the program never ends. Once all the Huskies are re-homed the Life Savers Program will continue to enable us to keep rescuing more dogs with your help.

### **Is the donation tax deductible?**

Yes it is.

### **Do I get a tax receipt, if so when?**

You will receive a tax receipt via email at the end of each financial year.

### **Can I make a one-off donation instead?**

Of course! Just click [here](#)

### **Can I skip a monthly payment if I need to?**

Of course! You will need to cancel the automatic payment in your settings in PayPal, let us know, and then reinstate when you are able.

### **What if I change my email address or other contact details?**

Just log into your PayPal account and change your details there, and then email us at [lifesavers@doggierescue.com](mailto:lifesavers@doggierescue.com)

### **What if my credit card expires?**

Just change your details in your settings in PayPal

### **How do I change payment method (eg changing credit card provider)?**

You will need to change this in your PayPal settings in your PayPal account. When you change payment method, or change to a new card, it is important that you amend the subscription so the new card or bank account is the 'funding source' for the subscription. You can also cancel your subscription and sign up again with the new payment method (this is often easier).

### **How do I change the dog I am supporting?**

Just email us at [lifesavers@doggierescue.com](mailto:lifesavers@doggierescue.com)

### **Why am I not getting updates about my dog?**

We may have an incorrect email address for you? Just let us know.

### **How do I know what dog I have been allocated?**

You will receive an email update from us and your name will be listed with the dog on our website.