



GAZA HUMANITARIAN RELIEF 2014

FAQs

Thank you for your overwhelming support in Mercy Relief's humanitarian efforts for the victims of the **ongoing Gaza conflict**.

We are committed to serving those in need during this emergency phase of the **conflict**, hence, we seek your kind understanding and patience to allow us some time to revert on your queries. You may review these following frequently asked questions to find out about Mercy Relief's operations, and how you can play your part in our relief efforts.

Q. How can I donate?

A. You may donate through the following **channels**:

- **Cheque:**

Cross to 'Mercy Relief Limited', with "**Gaza Humanitarian Relief 2014**" written on the reverse.
Mail to 160 Lorong 1 Toa Payoh #01-1568, Singapore 310160

- **Cash:**

Present personally at 160 Lorong 1 Toa Payoh #01-1568, Singapore 310160
(Our operating hours are 9am-6pm, Mon-Fri. For additional queries, please call 6332 6320.)

- **ATM Transfer / Internet Banking:**

To Mercy Relief's DBS Current Account 054-900492-0

- **CREDIT CARD or eNETS Donations:**

1) To donate via Credit Card or eNETS, click on the eNets button below.

(Instructions: Enter Mercy Relief's Merchant ID -1379 and click Submit.
Enter your personal information and click Submit.)
Pledge to "**Foreign Fundraising 1**"

2) To donate via Paypal

Please send the transaction details to exchange@mercyrelief.org and indicate "**Gaza Humanitarian Relief 2014**" in the subject field.

- **Please note that:**

- Your donations to Mercy Relief (International Relief) are not tax-deductible.

Q. I want to start a fundraising campaign in my school/company/organisation. What do I do?

A. Mercy Relief is more than happy to collaborate with potential groups/individuals for fundraising initiatives. **Do contact us and our fundraising team will try to support your campaign or event as best as we can.**

Contact persons:

Zach Chew

Manager, Corporate Outreach & Resource
zach@mercyrelief.org
6514 6323

Melissa Chong

Senior Executive, Corporate Outreach & Resource
melissa@mercyrelief.org
6514 6323

Q. How are the funds used? As a donor, how can I be assured that the funds are directed exclusively to victims of the Gaza conflict?

Based on the changing needs on the ground, the initial tranche of funds will go towards efforts in acute relief, particularly to purchase emergency supplies to stabilize the lives of the victims.

Subsequently, depending on the funds raised, Mercy Relief would continue to implement longer term rehabilitation and rebuilding efforts for victims.

Mercy Relief will work closely with local authorities and our local NGO partners, the Palestinian Wafaq Association (<http://www.wafaqpal.ps/>) for all our efforts.

Q. I want to give old clothes, food, slippers, etc. Do you accept donations-in-kind?

- A. Unfortunately, we are unable to accept donations-in-kind due to constraints in logistics, storage and transportation. As part of responding to this critical phase, donations in the form of cash allows us greater flexibility and better efficiency in reaching out and providing relief supplies to the victims who need it the most, minimising the duplication of items at the affected grounds.

Q. I want to volunteer! How can I apply?

- A. Thank you for your interest to volunteer with Mercy Relief! Mercy Relief only deploys trained personnel for its overseas relief missions to ensure the safety and security of our relief operations. Thus, we do not typically send general volunteers from Singapore, unless they have specialized skills such as medicine.

However, we do need all the help we can get for local activities, and are looking for committed volunteers to join our cause. A new volunteer team has been set up recently to help organize fundraising efforts during disasters. This team is still lean and we're hoping for more sign-ups. Additionally, we are also looking for volunteers to help with school talks to raise awareness about disaster relief. If you're interested to join us, please email volunteer@mercyrelief.org stating your area of interest, and our volunteer manager will be happy to get in touch with you.

Q. How can I get latest updates on Mercy Relief's response in Gaza?

Check out our website at mercyrelief.org to get the latest news on our relief and recovery efforts.

Also, LIKE US on Facebook: **Mercy Relief (Official)** and use the hashtags #MercyRelief (on FB and Instagram) to get timely reports and photo updates wherever you go.