



## Employee Giving Program FAQs

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### Donations

#### [To what charities can I donate?](#)

If you are an employee in the US, UK or Singapore, the qualified charities you will see in the site are local to your country. If you are in any other country, you will have access to the US instance which means you can donate to US charities only. That said, you can find local, in-country projects that are sponsored by US charities within the site by accessing International Giving. Benevity is adding countries with local instances and we anticipate some of our locations will be implemented soon.

A qualified charity is one that meets country rules and regulations. In the US, the IRS defines a qualified charity as a 501(c)(3). In order to be a 501(c)(3), an organization must meet certain criteria outlined by the IRS. These are the only US charities you will find in the current Benevity database. In other countries, there are similar rules and regulations.

#### [If I have access to the US instance, but am based outside the US, how do I find projects that are local?](#)

Under the 'Make a Donation' tab, click on 'International Giving'. From here you may search for projects by geographic location, or by theme.

#### [In what ways can I donate through the site?](#)

US employees: Paycheck deduction, credit card, or PayPal

UK and Singapore employees: Paycheck deduction or PayPal

All other countries: Credit card or PayPal



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### Why do I see a currency converter?

The currency converter feature is standard in the site. If you are a US, UK or Singapore employee, you will not need the converter as all donations are made in local currency. If you are in any other country, because you are on the US instance and making donations in US currency, you may need the converter to help understand the local currency equivalent.

### How does a cause receive my donation?

When you make a donation through the site, it is grouped together with all other donations and any associated matching amounts intended for that charity. Funds are then transferred in lump monthly disbursements. The latest they should be disbursed to your cause (assuming they are in good standing and funds accumulated meet the donation threshold amount of \$100) is around the 21st of the month following your donation.

### What is a donation threshold?

The Benevity micro-donation platform that the Employee Giving Program is built on allows you to find and give any amount you want to any eligible charity. Every month your donations to a charity are grouped together with all the other donations and matching funds from all the companies using the Benevity platform intended for that charity. Benevity does its best to transfer these donations to the recipient charities electronically, to reduce the administrative overhead costs associated with transferring and processing funds.

Charities are encouraged to set up an electronic donation payment option. In the event that they are still receiving disbursements by manual check, there is a \$100 minimum donation threshold they must reach in order to receive a disbursement. This donation threshold for checks is designed to increase the administrative efficiency by which funds are transferred. There is no minimum threshold for charities receiving funds electronically.

### What does donation status refer to?

Through 'My Dashboard' you can see a list of all the donations that you've made through the site by clicking on the 'My Donation Activity' tab. Under 'Donation History' you'll see a list of donations that you've made. Donations will display a status to tell you where your donation is at in the process of being paid to the recipient cause(s):

- Initiated: means your donation has been received and is awaiting payment approvals.
- In Progress: means your donation has been processed but a payment has not yet been sent.



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- Paid: means your donation has been processed and a payment has been sent to the charity you selected.
- n/a: the status of some types of donations, such as match requests from outside the site donations, are not yet trackable.

### Is it possible to stop or edit one of my donations?

#### Recurring or upcoming one-time Payroll Donations (only available in US, UK and Singapore)

You can edit or cancel a recurring or an upcoming payroll donation that has not yet been processed.

1. Sign in to your account and click the 'Upcoming Donations' tab under 'My Donation Activity'.
2. Click the 'Edit Donation' link found under the organization title of the donation you would like to edit or cancel.

#### Recurring Credit Card and PayPal Donations

You can cancel a recurring credit card or PayPal donation which has not yet been processed; however you can't edit these donations because your personal credit card or PayPal information is not stored.

1. Sign in to your account and click the 'Upcoming Donations' tab under 'My Donation Activity'.
2. Click the 'Edit Donation' link found under the organization title of the donation you would like to cancel.

#### One Time Credit Card and PayPal Donations

As the donation has been processed, and Benevity's partner Donor Advised Fund has issued a tax receipt, one time Credit Card and PayPal Donations are permanent in nature and can't be canceled or refunded.

### I made a mistake, can you refund my donation?

We can't issue any refund for a donation once the funds have been processed. You can stop or change payroll donations for the upcoming payroll period while they are still listed on the 'Upcoming Donations' page, because these funds have not yet been processed. However we can't refund any donations after they have moved to your 'Donation History'.



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### How to Cancel Upcoming Payroll Donations:

1. Click 'My Dashboard' at the left side of the navigation bar to see your upcoming donations.
2. Find the donation you would like to change and click 'Edit Donation'.
3. Click 'Delete Payment' to cancel the donation.

### Credit Card or PayPal Donations

Credit card and PayPal donations are processed with receipts prepared and issued immediately, so we can't refund these donations after you have confirmed them.

### **Are there any fees applied when I make a donation?**

When you make a donation through the site, an administration fee of 2.9 - 5.9% is applied by either the American Endowment Foundation, Charitable Giving UK, or the Community Foundation of Singapore which covers donation processing, entering donor information, preparing and distributing tax receipts, and confirmation of matching eligibility. Generally, charities save money not having to perform these tasks themselves. The fee is netted off the donation, before funds are distributed to the recipient charities.

If you donate by credit card or PayPal, a Merchant Fee will be applied by the third-party payment processor. This is less than 2.5%.

Benevity encourages all charities to receive their disbursements electronically to avoid additional costs associated with manual checks. When the charity elects not to use an electronic method for payment, they agree to pay a manual processing fee to cover the administration and overhead costs associated with the check preparation, issuing, mailing, etc. The amount of the manual processing fee is either the higher of: (i) U.S.\$25 per check; or (ii) 7.0% of the amount of the manual check, to a maximum of \$100. See "Are there additional costs for charities to receive manual checks?" below. This fee is not applicable outside the U.S.

### **Are there additional costs for charities to receive manual checks?**

It is not widely known but for example, less than 5% of the \$350 billion that goes to charities in North America each year is paid electronically. Every time a charity receives a paper check, they incur additional, unnecessary costs to process and record the funds. Benevity is committed to increasing the use of electronic payment methods so that manual processing costs are minimized.

As part of this commitment, all donations made to each eligible charity are aggregated across all donors from all Benevity clients, and a single payment is made monthly to each organization.

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Eligible charities are offered a variety of electronic donation payment options through the Benevity platform, in addition to the option to receive a manual check. Benevity actively encourages these charities to choose the electronic option whenever possible to receive their monthly payment.

When the charity elects not to use the electronic method for payment, they agree to pay a manual processing fee to cover the administration and overhead costs associated with the check preparation, issuing, mailing, etc. The amount of the manual processing fee is either the higher of: (i) U.S.\$25 per check; or (ii) 7.0% of the amount of the manual check, to a maximum of \$100. These manual check fees apply only after a charity has received 3 manual checks, in order to give them time to set up an electronic donation payment option. This is a single fee applied on the aggregate donation, not a separate fee for each donation made, and this fee does not reduce the tax receiptable amount of any donation. In the meantime, Benevity continues to work hard to increase the adoption of electronic payments, and drive the efficiencies that automation and aggregation can bring to charities.

### **If I make a donation directly to my favorite charity aren't they better off?**

There are a lot of benefits to using the site, including Netflix matching opportunities (i.e. more money to your selected charity), simple recurring donations to the charities of your choice, and the potential to make anonymous donations. While you are always free to donate directly to your chosen causes via check, credit card, or other methods, you should be aware that generally it will be more efficient and cost-effective for your charities to receive your donation through the site.

There are always costs incurred by charities to process funds, record donor information and prepare and distribute tax receipts. The site reduces these costs by aggregating donation transactions from employees, customers and Netflix and automating tax receipts and other administrative tasks. This is an industry best practice that results in more funds being directed to charity programs rather than being eaten up in administration. Remember, no matter how you donate, there are always costs incurred.

## **Finding a Cause**

### **I can't find the cause I'm looking for. Where should I look?**

1. You can search for a cause, charity or eligible non-profit organization from several different places:
  - 1) Click 'Search' on the right side of the navigation bar.
  - 2) At the bottom of the 'Make a Donation' page.



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- 3) On the 'Explore Causes' page.
  - a) Enter the name of the organization you're looking for in the Search field.  
*Tip: For more information on searching options, see the 'Search Tips' below the field.*
  - b) If you know the organization's tax identification number – in the United States, that's called the EIN number – you can Search for that as well. This is best way to find the exact organization you're looking for. *Tip: Learn more about tax identification and charity registration numbers, see "What is a charity registration number?"*
  - c) Click 'Search'.

If you don't see your charity, it may not be a registered charity. See below on how to nominate a cause for inclusion. If your charity is not match eligible, it doesn't meet the very few qualifications we set up to be eligible for match. See match criteria.

You can nominate a cause for inclusion in our Employee Giving Program. Keep in mind that if you are an employee in Brazil, France, Germany, Netherlands, Japan or Taiwan, you have access to US charities only so you would be adding US charities in this nominate a cause for inclusion step:

1. Under 'Quick Links' in the main navigation, click 'Nominate a Cause'.
2. Complete the 'Cause Nomination' form. Include any information you have about the organization, such as their name, address, or charity registration number (if you have it).

A Benevity support representative will reach out to you if further information is required and once the organization is available, where applicable.

### **What is a charity registration number?**

All registered charities have a unique tracking number issued by the governing country in which they operate. This number can be used to easily locate and identify a cause. See below for more information on specific countries registration numbers.

#### United States

U.S. organizations have a nine-digit identification number called an EIN (Employee Identification Number) issued by the IRS. Some U.S. charities may be chapters of larger parent organizations, and may use that parent's charity status and EIN.



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### United Kingdom

Organizations based in the UK will have a registration number between 4 and 7 digits.

### **A cause I want to donate to is not included in the site. Can they participate and do they need to sign up to be included?**

If you have a particular charity in mind that you can't find, you can nominate it to be added to the program.

1. Click 'Quick Links' at the right side of the main navigation.
2. Select 'Nominate a Cause' from the drop-down options.
3. Complete the form provided with the required information about your nominated organization. This information will be used to find your organization, and determine their eligibility for the program, so the more information you can provide, the better.
4. Click 'Submit'. Your nomination will be queued for approval.

You will receive emails from Benevity Help Center with updates on your nomination.

### **What is the logic behind Featured Content?**

We have the ability to add featured content, but we don't want to be paternalistic about choosing the content for this section from a Netflix perspective. So we chose to default to Benevity's most commonly donated to charities amongst all their clients.

## **Matching**

### **How do I know if a cause has a matching offer associated with it?**

When a cause has company matching available, a Matching Offer badge is displayed. When you click the cause profile, the details of any relevant Matching Offer will be listed on the right side of the screen. Whether a particular charity has a Matching Offer attached depends on the criteria Netflix has outlined.

### **What charities are eligible for match?**

We define this program as being an employee giving program, not a Netflix giving program. True to our freedom and responsibility culture, our goal is to support employees ability to give to the charities they are passionate about, without much restriction. When it comes to our Netflix



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match, we are mostly concerned that our money is going to a charities whose practices are lawful and they are abiding by rules that qualify them as an IRS 501(c)(3) or international country equivalent. If a charity certifies this is the case, they are eligible for Netflix match.

### **How do I get a match for a donation I previously made outside the Employee Giving site?**

From 'Make a Donation' or 'Quick Links', choose 'Request a Match'. Attach a cause and enter the donation amount you contributed to the charity. To be eligible for match, the donation date must be current date or earlier, and also within the same calendar year. You'll see a section entitled 'Upload a Receipt'. We won't require you to upload proof of your payment. We trust you'll be honest. Simply click 'I do not have a receipt'.

### **How is the \$10,000 Netflix match converted in currency to locations outside the U.S.?**

The external match feature reports values in the local currency of each instance (US, UK, and Singapore). Prior to the calendar year program, a currency conversion takes place. If there is significant fluctuation in currency conversion during the program year, we have the option to adjust.

### **In the UK and Singapore where employees can donate in local currency to local charities, is the Netflix match paid in USD or local currency to the charity?**

In all foundation countries (US, UK, and Singapore), the matching funds are paid in the local currency.

### **I saw my donation being matched during payment, but when I look at my Previous Donations there is no match listed.**

The Matching Offer or fund may have reached its maximum budget for matches before your transaction was complete. While the donation calculator may have shown you the possible match potential at the time of donation, this is only an estimate. When donations are processed at the end of a relevant deduction or donation period, matches are applied on a first-come, first served basis from the available budget. After a donation period has been processed, Matching Offer details will be updated to reflect these new totals. You can view the Matching Offer details, including the Matched to Date total, on the right side information bar of the 'Matching Fund' detail page.

### **How can I see the status of a Match Request?**

You can see the status of your Match Requests any time in several places:





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1. On the 'Upcoming Donations' tab of your 'My Dashboard' page under 'Pending Match Requests'.
2. On your Profile Page, by clicking 'My Match Requests' in the left navigation.

Click 'More Info' on a pending request for details on the status. Once a Match Request has been approved, it will appear on the 'Donation History' tab of your 'My Dashboard' page.

### Charity Gift Cards

#### Is a physical "card" sent when I create a Gift Card?

Charitable Gift Cards created using the site are sent as an email. This email includes a clickable link that makes it easy for the recipient to redeem the card and select the charity of their choice to receive the donation gift.

#### Who can I send Charitable Gift Cards to? Do they have to be a Netflix employee?

Charitable Gift Cards are a fun way to involve anyone with a valid email address. They do not need to be a Netflix employee or have a Netflix Employee Giving site login. Recipients of gift cards are sent to Netflix's Community Impact Portal where they can redeem their gift by selecting the charity of their choice.

#### Who picks the charity for a Gift Card?

The recipient of a Charitable Gift Card chooses the charity who will receive the funds by searching the database of eligible causes from Netflix's Community Impact Portal.

#### Will I know which cause my recipient chooses to donate their Gift Card to?

The cause that your recipient selects is kept confidential, but you will likely find that they go out of their way to thank you for the unique gift. They may even tell you what cause you helped them support in their thank you note!

#### How do I know when the recipient has selected a cause?

You can check the status of sent gift cards from 'My Dashboard' under the 'My Donation Activity' tab. To view the status of any gift card, click on the 'Check Status' link. This page will display all



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the Gift Cards you have sent through the site. The status is displayed as either unclaimed, meaning the recipient has yet to redeem their card or donated, meaning they have selected a cause. You can review what you sent by clicking the 'View Card' link.

### Can I cancel a Gift Card after it's been sent?

Since you have made a receiptable donation by purchasing a Charitable Gift Card, the card can't be cancelled once it has been sent. Once delivered to the intended recipient by email, it is made immediately available for their use. If the card remains unused, you can resend the card to the same or a different email address. To resend an unclaimed gift card from 'My Dashboard' under the 'My Donation Activity' click the 'Check Status' link for the gift you want to resend. Click 'View Card' and select the the resend option and 'Send email'.

### Who gets the acknowledgement for a Charitable Gift Card?

You will receive the acknowledgement for any Gift Card you send. Similarly, if you are the recipient of a Gift Card, the sender would be entitled to the acknowledgement for the donation amount.

### Who receives the taxable benefit for a Charitable Gift Card?

Although we don't provide tax advice, eligibility for the taxable benefit of a Charitable Gift Card depends on the funds used to create the Gift Card. If funds used are from the sender, the sender will be issued a tax receipt (if applicable in the country of purchase). If the funds used are from a Giving Account, no receipt will be issued, as a receipt (if applicable) was issued when the funds were originally deposited to the Giving Account.

### Do I have to use the full value of a Charitable Gift Card all at once?

Yes. When redeeming a Charitable Gift Card, the full amount needs to be applied towards a single cause. If you want to give more than the amount of the Gift Card to a chosen charity, you need to make a separate donation transaction.

## Donation Currency

### What is Donation Currency?



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Donation currency is what the funds are called that are held in your Giving Account. You can view your Giving Account balance at the top of the screen, beside your name in the site. Donation Currency can be purchased by you to enable you to donate to any cause of your choice within the site. You can purchase Donation Currency for yourself if you feel like making a donation but aren't quite sure where you'd like to give those funds quite yet. You can purchase Donation Currency for your Giving Account in one year, and utilize the balance in a subsequent year. You can also use it to send gift cards if you feel inclined to pass on the good! To add funds, select 'Add Donation Currency' from the 'My Giving Account' drop-down menu and follow the prompts.

### How can I spend Donation Currency?

Donation Currency can be used to donate to any Giving Opportunity or cause within the site. If you have a balance of Donation Currency within your Giving Account, you can click 'Make a Donation' from the My Giving Account drop-down menu, or simply select Giving Account as the payment method when making a donation from the site as you normally would.

### Does Donation Currency expire?

Donation Currency technically does not expire, because it will always result in a donation to a registered charity. However, if you haven't allocated your Donation Currency to a charity of your choice within 2 years of purchase, it is given by default to the most commonly donated-to charity by Netflix employees in the calendar year. See 'Default Rules' in the Terms of Use for more details.

### What happens to my Donation Currency if I leave my position or opt out of using the site?

Unused Donation Currency for closed site accounts are subject to the Default Rules in the Terms of Use of the site and will be converted by default to the most commonly donated-to charity by Netflix employees in the calendar year.

### Can I use donation currency to buy a Charity Gift Card?

Yes, using Donation Currency to purchase a Gift Card is a great way to pass on the good! If you have a balance of Donation Currency within your Giving Account, you will see Giving Account as one of your payment options when creating and submitting a Gift Card.



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### Payroll Deductions (applicable in US, UK and Singapore only)

#### Why would I make a donation through payroll when I can use my credit card?

Donations made by payroll deductions are actually the most effective and efficient way for charities to receive donations because receiving charities don't have to pay any additional fees such as merchant fees for credit card processing.

#### What is a Donation Period?

Donation Periods represent a schedule as defined by the Netflix's program administrators (Employee Services) for when donations made by payroll deductions will occur. The Donation Period may be the same as payroll periods, or might be something else (such as monthly). Check with Employee Services if you are unsure. Once a Donation Period is closed, you can no longer make changes or add donations for that period.

#### Does my payslip display my donation amount?

In most cases, yes. In any case, your donation receipts are always available from within your My Account page, which can be accessed by clicking on your name in the top right hand corner of the site. Click 'Donation Receipts' under the 'Account/Profile Settings' drop-down menu.

#### Who should I contact if I see a clerical or deduction issue relating to my payroll records?

Reach out to Employee Services. Or, you can always contact Benevity Support by clicking 'Help' under your name in the site.

### PayPal

#### Why is my credit card being improperly rejected when I attempt to make a donation via Paypal?

Since we can't speak with PayPal directly on your behalf (due to privacy and security concerns), there are some common reasons why you may be receiving an error message and some potential solutions.



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- The credit card you entered may be associated with a specific PayPal account, and you haven't logged in with that particular account. Log into your PayPal account (and make sure your account details are up-to-date) before trying to make the donation.
- Your card may be associated with a PayPal account that has been closed/cancelled. Try creating a new PayPal account and associate your card with that new account.
- Many global payment providers struggle to accommodate all credit cards perfectly. Generally speaking, most have trouble processing Amex cards. If you're trying to make a donation with your Amex card and it's not working, try another card if you have one.
- You may have exceeded your card limit within the PayPal system (this is a PayPal-specific limit, different from your credit card limit)
- Your cookies may be causing your problems. Clear your cookies/web history and try again. Click [here](#) if you're not sure how.
- You have linked the card to a PayPal account, but have not yet confirmed that PayPal account. If you have a confirmation email sitting in your inbox, click the link to confirm your account.

If you've crossed off these options and the issue persists, your best bet is to contact [PayPal](#) directly.

### Donation Receipts & Personal Privacy

#### [Are my donations tax deductible?](#)

Like all tax answers, it depends. We aren't tax advisors, and the rules of tax deductibility vary from country to country so it's best to reference a trusted government website in the country you made your charitable donation, or ask your own tax advisor.

#### [What records do I need to keep track of my donations?](#)

When applicable, tax receipts and acknowledgements issued to you are tracked for you and made available on your 'My Account' page, which can be accessed by clicking on your name in the top right hand corner of the site. Click 'Donation Receipts' under the 'Account/Profile Settings' drop-down menu.



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If a charitable donation is tax deductible, generally speaking, these documents will be sufficient for tax purposes. However, you should consult a tax advisor or trusted government website in the country you made your charitable donation to make sure.

### **How do I get a receipt for my donations?**

Donation receipts or acknowledgements for Credit Card and PayPal donations appear on your 'My Account' page immediately after making a donation. Click your name in the top right hand corner of the site and then 'Donation Receipts' under the 'Account/Profile Settings' drop-down menu.

All other donations may be available immediately after your donation or will be aggregated into a single receipt or acknowledgement and generated after the end of the tax year. In addition, depending on your location and our settings, your donations made via payroll deduction will appear on your employment income statement for the relevant year.

### **I made a donation to my favorite charity but the electronic receipt I received was issued by the American Endowment Foundation, Charitable Giving - UK, or the Community Foundation of Singapore?**

A receipt or acknowledgement from any of the above mentioned is correct. Each is a donor advised fund which works to facilitate distributions to other registered charities, including the specific charity chosen by you. Your chosen charity does not have to issue a receipt or acknowledgement nor do any other processing of the transaction.

### **Why do you share my ZIP Code?**

While you can choose not to share any of your personal contact information such as your name or email address with the Cause you're donating to, at minimum Benevity will provide them with your ZIP or Postal Code. This helps the organization receiving your gift know the region the funds are coming from, while still protecting your privacy. Your ZIP Code doesn't identify you personally, so if you choose this minimum option, Benevity isn't sharing any personal information with the Cause.

### **Do the charities I donate to receive my personal information and are they aware that I made a donation?**

Your personal information is kept confidential and protected in accordance with applicable laws. Through 'My Account', you can control the extent of information that your chosen charities will receive. To update your privacy settings, click your name in the top right corner of the site. Select 'Privacy/Sharing' from the 'Account/Profile Settings' drop-down. Here you can choose the



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nature and extent of relationship you want to have with the causes that you give to. The minimum information that will be shared is your Postal/ZIP Code.

### **Who is sent user information during the transaction process when I use PayPal or a Credit Card as the payment option for my donation?**

The organizations that are informed of user information when you make a donation are PayPal (if used as a payment method) and the American Endowment Foundation, Charitable Giving UK or Community Foundation of Singapore who process and distribute donations made through the site. PayPal ONLY receives your information if you select PayPal as a payment method. PayPal requires user information to process the transaction. The American Endowment Foundation, Charitable Giving UK or Community Foundation of Singapore is the charitable receiving entity and requires information sufficient to produce a valid tax receipt. These receiving entities do not provide that information to any other party, except as required by law. The information provided to PayPal is not shared with any other entity in accordance with their Privacy Policy and applicable laws.

## **Administrative Help and Technical Support**

### **How do I cancel my Netflix Employee Giving account?**

If you want to opt out of the site, reach out to Employee Service and we can work with you directly.

### **Why are my notifications being sent at incorrect times?**

Notifications are sent based on your location. Make sure you have set the right time zone for your location. Click on your name in the upper right corner of the screen to access your 'My Account' page. Under the 'Account/Profile Settings' drop down, select 'Time Zone'. At the bottom of the page select your current local time and click 'Save'.

### **I'm having difficulties using the site, where can I get help?**

If you can't find the answer you're looking for, please reach out to Employee Services or contact Benevity by clicking 'Help' in the top right corner of your home page. Happy to help!