

CAF DONATE

Fee schedule as at 1 July 2024

It is free to sign up to CAF Donate and there is no monthly service charge. The Charities Aid Foundation (CAF) simply charges a small transaction fee for each donation you receive.

ONE-OFF DONATIONS: CREDIT-CARD, DEBIT-CARD AND PAYPAL DONATIONS

Transaction charge standard	4%
Donations paid into a CAF Cash account, with CAF Bank	3.50%

REGULAR DONATIONS: DIRECT DEBITS

Fee per paperless confirmation ¹	£1
Fee per paper confirmation ²	£1.50
Collection fee	2% of the gross donation (the gross donation is the sum of the donation plus any Gift Aid reclaimed)
Minimum transaction charge	20p

1 Fee per paperless confirmation includes both set-up and any amendments to a donor's Direct Debit instruction.

2 Where the customer does not have a valid email address for the donor, CAF is required to send a paper confirmation and an advanced notice letter to the donor by post. This incurs a fee.

Information about our fees continues on page two.

As a charity that does not fundraise, our income is partly derived from fees. These support our continuous investment in improving the services we provide, enabling CAF to distribute over £1 billion to charities worldwide every year.

The fees CAF charges cover costs including meeting administrative and regulatory requirements — such as handling international payments, mass disbursement capability, charity and customer due diligence, audits, reporting, and compliance with the Charity Commission for England and Wales, HMRC and other regulators.

CAF reserves the right to charge a supplementary fee for any additional service it provides or to cover additional transaction and administration costs. The charges listed in this fee schedule are inclusive of VAT, where appropriate, or unless otherwise stated.

Transaction fees do not apply to donations made to CAF account payment and CAF CharityCard. Gift Aid cannot be reclaimed on donations made via these products. Refunds and chargebacks are subject to bank charges and will be passed on to the customer at cost.

FOR MORE INFORMATION

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E cafdonate@cafonline.org
W cafonline.org/cafdonate

Telephone lines are open Monday to Friday, 9am to 5pm (excluding UK bank holidays).

Registered charity number 268369