

The Relief Chest Scheme



Direct Debit donations by telephone

The Grand Charity is pleased to announce that Direct Debit donations to Relief Chests can now be made by telephone. There is no need for forms to be completed and posted. This facility is available for all Relief Chests.

The process for setting up a Direct Debit by telephone is: -

- Donor contacts the Relief Chest office with bank details to hand (a dedicated telephone line has been set up – **020 3146 3346** – Monday to Thursday 9:30am to 4:30pm, Friday 9:30am to 3:30pm)
- Donor provides the following personal and other information:
 - Name and address
 - Bank Sort Code and account number
 - Amount of donation, the frequency and duration
 - Durham relief chest number which is **E0124**
 - Details of own Lodge, Chapter etc.
 - Gift Aid declaration
- The details are verified whilst the donor is on the telephone
- The Direct Debit instruction is validated and processed by the Relief Chest system
- The donor is acknowledged, and the Relief Chest Representative is informed
- The Direct Debit instruction is logged with the donor's bank
- Donations are collected as per instructions
- A recording of the conversation is saved for archive purposes

For further information please contact the Relief Chest team on 020 3146 3347 or email creeves@mcf.org.uk