



FY22 Frequently Asked Questions

Campaign Information (FAQ 1-4).....	1
New CCC Platform (FAQ 5-11).....	2
Donating (FAQ 12-27).....	3
Organizations (FAQ 28-34).....	6
Data (FAQ 35-41).....	7
Country Offices (FAQ 42-48)-.....	9
Questions/Feedback (FAQ 49-50).....	10

Campaign Information

1. When is the FY22 Community Connections Campaign?

The Campaign will run from November 1 through December 16, 2021 (23:59 UTC/6:59pm ET).

2. What was the total amount raised and participation for last year's Campaign?

New records were set for the FY21 CCC in both staff participation and donations with 73% of global staff pledging on eGive and over \$6.37 million donated from staff and retirees. For the FY21 CCC, the World Bank Group increased the corporate match from 100% to 200%. This means, along with the match, the World Bank Group, its staff and retirees, put over \$19 million into the community as a result of the CCC.

3. Who can participate?

All retirees, staff/ETs and STs worldwide now can participate in the CCC. Contractors are not able to participate in the CCC because their data is not part of the World Bank Group's HR systems.

4. How does the corporate match work?

The World Bank Group provides a 100% corporate match to each pledge, effectively doubling your contribution. There is a match limit of \$20,000 per user. For external donations done via check, stock or donor-advised-fund, the corporate match must be requested separately for each organization.

New CCC Platform

5. Why did we move to a new CCC platform?

The former CCC system was built for HQ almost 20 years ago and could not allow everyone around the world to participate. In addition, even at HQ, with the program's growth, better financial controls were needed and retirees, staff and consultants had requested additional methods of giving.

6. What are the main new features of the system?

After almost two years of vetting possible solutions, the World Bank Group moved to a new, more inclusive, CCC platform in FY20. The new platform allows every staff member and consultant worldwide to be included in the CCC program. **If you are giving by recurring payroll donation, you now enter the amount donated each pay period, not the total for the year** (before you confirm it, you will see a generated annual amount). The new system also allows giving by credit card and PayPal and through mobile devices.

7. Any other big items that are new?

Doubling of all gifts by the World Bank Group now starts on Day 1 of the Campaign. This means that for every \$1 a staff member donates, the organization will receive \$2, doubling all gifts to eligible charities!

8. For staff and consultants in country offices new to the Community Connections Campaign, what are the most important things to know?

Staff and consultants worldwide now have the opportunity to participate. They can give to NGOs around the world doing both global and local work. **Staff can give by payroll deduction and everyone is able to use credit cards or PayPal.**

9. I never accepted Terms & Conditions on the old system. Why do I need to accept them now?

The old eGive system was an in-house platform, created and owned by The World Bank Group. For that reason, the creation and acceptance of Terms and Conditions was not necessary. For this new platform, its implementation was done using an outside vendor, for which the user's agreement on using the platform it's a mandatory part of the process. The relevant WBG teams were involved in reviewing and approving the Terms and Conditions.

10. What browser should I use?

We recommend using Google Chrome in order to have the best possible experience on the new platform, as some items may not appear properly on Internet Explorer.

11. The platform is asking for my address in order to donate and I don't feel comfortable sharing it. What can I do?

Address information is mandatory to be able to pledge to an organization. This is requested because every time a donation is made through the platform, a tax receipt is automatically generated. By writing down the address associated with your account you'll be ensuring that these receipts have the correct address.

However, if you do not need a tax receipt and do not feel comfortable providing your home address, we suggest you fill out this information with the World Bank's address. When filling out the donation form, you can then choose to share with the organization your zip code only (which would be the Bank's zip code).

Donating

12. What payment types are available?

Donations can be made on the platform via payroll deduction, credit card, or PayPal. Additionally, donations made directly to the nonprofit via check/stock/donor-advised fund during the dates of the Campaign can be uploaded to the platform in order to receive the corporate match via the "Request a Match" function. Note that because STs and retirees are not on the payroll system, they are unable to donate by payroll donations.

13. Does a pledge payment have to be made all at once, or can it be spread it out?

Donors can choose between two payment frequencies – one-time or recurring. One-time credit card and PayPal pledges are immediately processed. One-time payroll pledges are deducted from the first January paycheck of the following year. Recurring credit card and PayPal pledges are taken on a monthly basis until the end of October, before the next CCC begins. Recurring payroll pledges are taken out of each paycheck in the following year for a total of 24 bimonthly donations, all of which are matched by the WBG.

14. Can I opt for recurring payments from my credit card or PayPal accounts? Will future recurrent payments be eligible for a WBG corporate matching contribution?

Yes, you can spread out your donation payments by opting for recurring charges to your credit card and PayPal accounts on a monthly basis. Please note, however, that only recurring payments that happen in the campaign dates will be matched by the WBG. Recurring payments that happen outside the campaign dates will NOT be matched -- but they will still go through the system to your intended organization(s). Recurring credit card/PayPal pledges begin the month you initiate the donation and end automatically at the end of October (before the next CCC begins). You will see the donation amount charged to your credit card/PayPal on the 27th of each month.

15. Does the CCC accept cash donations?

No, the CCC is not able to accept cash donations.

16. How do I receive confirmation my payroll pledge was recorded?

You will receive an email confirmation after making each pledge. Please check to confirm your pledge amounts and designated organizations.

17. How do I view my pledge totals?

Go to the "My Profile" dropdown underneath your account name in the upper right corner of the eGive page. Once you're in your profile, go to "Giving" and select "Upcoming Donations" to view your payroll pledges.

You will be able to see individual pledges as well as the total amount of all your pledges on a per-payroll basis. If you choose a recurring payroll donation your annual pledge total will be 24 times the listed amount to account for the 24 pay periods in one year.

18. How do I adjust my payroll pledge?

You may adjust your payroll pledge at any time during the Campaign following the instructions above to view your pledges, then click on “Edit Donation” to edit/delete your pledge details.

19. Can I see my donations from last year in the new platform?

Your past donations starting in FY20 are available on the new giving platform. To see them, go to the “My Profile” dropdown underneath your account name in the upper right corner of the eGive page. Once you are in your profile, go to “Giving” and select “Donation History.” Click on the year you want to consult to have access to that year’s pledges.

20. What currency is my pledge recorded in?

All donations to the CCC are recorded in the system as USD\$. This is because in order to grant worldwide access to every WBG staff/ET, retiree, and ST, the CCC had to standardize using one currency. To determine the approximate value of your pledge in your salary currency, please use the “Convert Currency” button in the donation amount box when making a pledge. You can enter your desired pledge amount in your salary currency and it will determine the approximate equivalent USD\$ pledge to record.

If you make a payroll deduction, your pledge will be recorded in USD\$ but it will be taken out of your paycheck in your salary currency. Payroll pledges will be frozen using the World Bank Group currency conversion rate on January 1st so that recurring payroll deductions in your salary currency stay the same each pay period. Please note that currency fluctuations between the date your pledge is made and January 1st may result in slight changes to the local currency equivalent of your pledge.

If you make a credit card pledge, your donation will be charged to your credit card in USD\$. Depending on your local country’s regulations and your credit card provider’s policies, you may be charged a currency conversion fee. Please consult your credit card provider for further information how they handle charges in USD\$.

21. What currency are CCC disbursements to NGOs made in?

CCC disbursements to NGOs are primarily made in the local currency of the country the NGO is located in. Disbursements are made via EFT to the NGOs’ bank account as noted in their profile in the platform, with the exception of countries in which wire transfers are required.

22. Do 100% of donations to the Campaign go to charity?

Yes. The Bank Group generously covers all of the administrative costs of the Campaign, so 100% of the money donated through payroll by staff goes to the over 400 nonprofit organizations on the Campaign list. Credit card donations are charged a nominal fee by the credit card merchant (2.2% - 3%) which is taken out of the pledge before being disbursed to the NGO.

23. How do I pledge to the General Fund?

You can pledge to the General Fund by selecting “HQ General Fund” in the featured content section of the Dashboard or by searching “World Bank Community Connections Fund”. Pledges to the World Bank Community Connections Fund (WBCCF) General Fund are pooled to make larger grants to help meet the most pressing needs and have the greatest impact in the Washington, D.C. community.

24. If a pledge is designated to the General Fund, where does the money go?

Pledges to the World Bank Community Connections Fund (WBCCF) General Fund are pooled to make larger grants to help meet the most pressing needs and have the greatest impact in the Washington, D.C. community. This past year the WBCCF made grants for capital campaigns of long-time partners focused on addressing hunger and public health and to combat anti-Asian discrimination and hate crimes. Other recent grants have helped with the COVID-19 response (food, medical, domestic violence) and racial justice. The Board of Directors to WBCCF determines these allocations in consultation with the Community Outreach Team. To see how the General Fund was allocated in FY21, click [here](#).

25. What are “external donations?” Are they eligible for the corporate match? How can I arrange a request for the corporate match for such donations?

The new CCC Benevity system still allows for pledges made via personal checks or personal donor-advised-fund (DAF) or charitable trust checks – as well as via personally held stocks and bonds donations. These kinds of pledges are considered, however, to be “external donations” because they are made outside the CCC pledge system directly to the organizations themselves. Unlike for previous CCCs, such donations go directly to the CCC organizations you choose, not via WBCCF. We must therefore receive proof that the donations have been made, and that they have happened during the FY22 campaign period – i.e., between November 1 and December 16, 2021. Because arranging and receiving receipts/acknowledgements of donations might take you some time, it is HIGHLY recommended that you start your external donation AS EARLY AS POSSIBLE. Proofs of such donations must be uploaded to the CCC Benevity site by December 16 latest (23:59 UTC/6:59pm ET).

You will then need to request a WBG matching contribution separately for these kinds of external donations; they are not automatically applied in the system. Please first make your donation via personal check/DAF/charitable trust directly to your CCC organization of choice. You should then receive a tax receipt or other acknowledgement of your donation directly from the organization. Next, to request a corporate match for this donation, locate the particular organization in the CCC Benevity site. Click on the organization’s name, and on its profile page, click on the green +Request Match button. Complete the remainder of the form, and upload your donation receipt from the organization. Finally, click the Submit Your Donation button, which will place your match request form in a queue for approval by the CCC administrator. Please note that the name on the receipt must match your name. If approved, your requested match will be disbursed directly to the organization beginning on the 21st of the month following its approval.

26. Are donations to the Campaign tax deductible?

All organizations on the CCC list based in the United States are 501(c)(3) public charities to which contributions may, depending on the individual donor’s circumstances, be tax-deductible under U.S. law. Contributions to the World Bank Community Connections Fund (also a U.S. 501(c)(3) public charity), may also, depending on the donor’s circumstances, be tax-deductible. Donations made to organizations on the CCC list based outside of the United States are not tax-deductible. Individual donors should consult with

their tax advisors with respect to the deductibility of their contributions made through the Community Connections Campaign.

Tax receipt letters for all pledges starting FY20 are available in your personal profile on the giving platform. Go to the “My Profile” dropdown underneath your account name in the upper right corner of the eGive page. Once you’re in your profile, go to “Giving” and select “Donation Receipts.”

27. How do I give on my mobile device?

Go to the World Bank Group's Comp Portal app on your phone. Once there, search for “eGive” and download the app. Once the eGive app has downloaded, open it and use your WBG email to sign-in and access the CCC platform. If you are prompted for authentication, press continue. You may then pledge just as you would on a desktop.

If you do not have WBG apps on your phone, you can use your phone’s browser to go to the url “worldbankgroup.benevity.org”. Once there, click on the orange button below “Staff/ST/Retiree Sign In” and use your WBG credentials to sign-in in order to access the CCC platform. You may then pledge just as you would on a desktop.

Organizations

28. How do I search for an organization?

You may search for an organization using the search bar, which can be accessed at any time at the top of the page in eGive. Please note that the search bar searches both organization names and subject key words. To find results tailored to your geographic area, you may update your search location by clicking “change location” after searching for an organization. Note that the name an organization appears under is controlled by the organization and is based on their legal registered name, so we do not have the ability to clarify how an organization appears in the site.

If you have a specific organization in mind, we encourage you to search by the organization’s EIN to quickly find the organization. EINs can be found in the electronic organization booklet.

29. Can I give to NGOs that are part of a country office’s local CCC?

Yes, you may give to any NGO that is part of the CCC, regardless if it is part of the HQ list or a country office’s list. A list of global NGOs on the CCC list and country office local NGOs can be found [here](#). Please note that giving to non-US NGOs usually does not allow for a U.S. tax deduction.

30. How many organizations can I pledge to?

There is no limit to the number of organizations you can select for pledging!

31. Will the organizations know which staff members designated donations to them?

You can select the level of information each organization receives when you make your pledge. Otherwise, we do not share staff members’ addresses or other contact information under any circumstances.

32. When will the organizations actually receive their donations?

The organizations will receive their donations in monthly installments beginning the month after the donated funds are collected. Organizations that receive one-time credit card/PayPal pledges made in November will start receiving funds in December. Payroll withholding begins in January, so organizations that receive one-time or recurring payroll pledges will start receiving funds in February.

33. What criteria are used to compile the Campaign's list of beneficiary charities?

The process for nominating an organization to the CCC differs between HQ and country offices. The process to nominate opens each Spring, and concludes in September, thus it is too late to add an organization onto the ongoing Community Connections Campaign at this time. Once successfully nominated, new groups must then fill out an application and go through a due diligence review. You can learn more about the nomination process and the current organization criteria [here](#).

To remain on the HQ CCC list from year to year, an organization must receive at least \$1,000 in pledges from at least 10 donors during a Campaign. All organizations meeting these criteria are required to renew their HQ CCC applications annually, and the list of organizations is also reviewed annual to ensure that groups on the list continue to meet the set Campaign criteria.

34. Can I add an organization to the CCC?

The nomination period for this year's Campaign is closed. To nominate an HQ organization, please [see this link](#) for further information and to input your contact details to be notified once the nomination process opens. If you are interested in volunteering your time to coordinate a local CCC in your country office for the FY23 CCC (Nov-Dec 2022), please [fill out this form](#) and Community Connections will reach out to you with further information in the spring. Please note that country offices only accept organization nominations from colleagues based in that country office.

Data

35. How is Campaign progress reported?

Throughout the Campaign period, information on total pledges and participation percentage will be posted on a banner on the Intranet homepage. Global VPU/IFC Department/Country Office totals will be reported to Campaign Coordinators on a weekly basis by Community Outreach staff. Additionally, the Community Outreach team maintains a [CCC Data Dashboard](#) that enables colleagues to view customizable data reports with data updated on a daily basis. Coordinators should regularly share their VPU's/Department's Campaign progress with their Vice Presidents, Directors, and other managers and colleagues as appropriate.

36. Why did the Community Connections team publish a CCC Data Dashboard?

In previous Campaigns, the Community Outreach team sent participation reports on Excel to coordinators twice per week; HQ coordinators received HQ only data, and country office coordinators received country office data. With the CCC becoming increasingly global now that all staff, consultants, and retirees worldwide can access, the HQ/country office data split no longer reflected how colleagues organized participation. The [CCC Data Dashboard](#) enables coordinators to choose for themselves which locations and organizational categories they would like to see in their reports. Please see the [User Guide for the CCC Data Dashboard](#) for further information.

37. How is the staff participation rate on the Intranet banner calculated?

Employee participation in the intranet banner reflects the total participation rate of active staff/ETs that pledge to the CCC across all WBG offices. It does not include staff/ETs on extended leave, STs, or retirees.

38. Why aren't STs part of the participation rate?

The number of STs fluctuates greatly throughout the year, so they are not counted in the staff participation rate. However, their donations are matched, welcomed, and appreciated.

39. I work at a Country Office without a local campaign, will my pledge be included in the global participation percentage?

Yes. Because the CCC is available to all offices, pledges made from colleagues in country offices without a local campaign will be counted in the global amount donated and participation percentage. However, because awareness of the CCC may be lower in offices without a local campaign, we do not regularly report on pledge breakdowns for offices without local campaigns.

40. How can I have a list of staff members mapped to my VPU/Unit?

Our participation reports are created using HR's records as a data source. Therefore, to know who is being counted in our reports, please email HR Reports for a detailed list of staff members mapped to your VPU/Department/Unit. Make sure to request information on names, appointment types, base duty city (to know who is being counted for HQ Reports, filter by 'Washington DC') and employment status.

Please note that for our participation reports, we exclude staff with "Inactive" employment status AND staff on the following leave types who have an "Active" employment status: Admin Leave and Parental (maternity/paternity/adoption) Leave. These exclusions are in response to past requests from CCC Coordinators. Click [here](#) to see the full list of leave types that are/are not counted for participation.

For guidance on how to contact HR Reports, please refer to the email sample below:

"Dear HR Reports,

I'm a coordinator for this year's Community Connections Campaign. I would like to please request a staff list for the VPU/Department/Unit "____", with staff names and their respective appointment type, base duty city and employment status.

Thank you for your assistance"

41. Why does the 'Total Staff' denominator for my VPU/Unit change throughout the campaign?

The denominators on our participation reports are dynamic and can change throughout the campaign. There may be several reasons for this occurrence: staff retires, new staff hired, staff goes on parental leave, etc. Therefore, your participation percentage can fluctuate and even decrease if new staff join or return from an excluded leave status, or if current donors end employment or begin an excluded leave status. Unfortunately, we cannot "freeze" these denominators because we receive updated HR data on a daily basis.

Country Offices

42. Can Country Offices Participate in the CCC?

Yes! All country office staff now have access to participate and donate to any of the NGOs in the CCC. Approximately 50 country offices run their own local Campaigns with local coordinators and local NGOs.

The Community Connections team is typically able to add 5-10 new offices each year through an invitation-based process, with a focus on larger offices and ensuring equitable access to the CCC across regions. If you would like more information about the process of setting up a local Campaign for a new country office, please [see this link](#) for further information and to input your contact details.

43. Which country offices have a local CCC?

The following country offices are hosting a local FY22 CCC: Afghanistan – Kabul; Argentina - Buenos Aires; Australia – Sydney; Austria – Vienna; Azerbaijan – Baku; Bangladesh – Dhaka; Brazil – Brasilia; Brazil - Sao Paulo; Bulgaria – Sofia; Cameroon – Yaounde; China – Hong Kong; Colombia – Bogota; Congo Democratic Republic – Kinshasa; Egypt – Cairo; Ethiopia - Addis Ababa; France – Paris; Ghana – Accra; India – Chennai; India - New Delhi/Mumbai; Indonesia – Jakarta; Kazakhstan – Almaty/Nur-Sultan; Kenya – Nairobi; Lebanon – Beirut; Mali – Bamako; Mexico - Mexico City; Mozambique – Maputo; Niger – Niamey; Nigeria – Abuja; Nigeria – Lagos; Pakistan – Islamabad; Paraguay- Asuncion; Peru – Lima; Philippines – Manila; Romania – Bucharest; Russia – Moscow; Senegal – Dakar; Serbia – Belgrade; Singapore; South Africa – Pretoria/Johannesburg; Sri Lanka – Colombo; Thailand – Bangkok; Tunisia – Tunis; Turkey - Ankara ; Turkey – Istanbul; Uganda – Kampala; United Kingdom – London; Vietnam – Hanoi/Ho Chi Minh City; West Bank and Gaza – Gaza.

44. Why do these offices have a local CCC?

The CCC has been made available to these offices based on their size, expressed interest, and commitment by their Country Managers/Directors and staff to support the extensive process to organize a Campaign this year.

45. Can I add a local NGO to the CCC?

The process of adding local country office NGOs for this year's Campaign is closed. Only offices that conduct a local Community Connections Campaign can add local NGOs to the CCC; additionally, please note that country offices only accept organization nominations from colleagues based in that country office. The Community Connections team is typically able to add 5-10 new offices each year through an invitation-based process, with a focus on larger offices and ensuring equitable access to the CCC across regions. Please see the [CCC Organization Criteria and Nomination Process](#) for further information.

46. How do I know what NGOs are part of my local office's CCC?

If your office is hosting a local CCC, each local CCC NGO will appear in the "Featured Content" section on the Dashboard when you log in. Please contact your local country office CCC coordinator for further information on your local CCC NGOs.

47. Can I give to NGOs that are not part of my office's local CCC?

Yes, you may give to any NGO that is part of the CCC, regardless if it's part of the HQ list, your local country office's list, or another country office's list.

48. Can I add other NGOs to my country office's list for the FY22 CCC?

The process of adding local country office NGOs for this year's Campaign is closed. Your local country office CCC coordinators are responsible for conducting your office's nomination process for CCC NGOs, which typically occurs in Spring.

Questions/Feedback

49. How can I get answers to further questions about participating in the FY22 CCC?

If you have further questions, please send an email to comoutreach@worldbank.org and include your UPI in your email.

50. How can I share my feedback with the CCC team?

Please click on [this link](#) to share any feedback you may have about the CCC.



FY22 Community Connections Campaign (CCC)

Frequently Asked Questions (FAQs) for World Bank Group (WBG) Retirees

Contents

Campaign Information (FAQ 1-3)..... 1

Log-In/New Platform (FAQ 4-10) 2

Charitable Organizations (FAQ 11-13) 3

Donating (FAQ 14-25) 3

Questions/Feedback (FAQ 26-27)..... 7

Campaign Information

1. What is the Community Connections Campaign (CCC)?

The CCC is the World Bank Group’s annual workplace giving program. Through the CCC, WBG colleagues can make donations to a list of participating organizations and have their gifts doubled by the World Bank Group. The CCC supports over 400 nonprofit organizations, including global NGOs and local nonprofits in the Washington, DC region and many communities where the WBG has country offices.

2. When is the FY21 Community Connections Campaign?

The Campaign will run from November 1 through December 16, 2021 (23:59 UTC/6:59pm ET).

3. What was the total amount raised in last year's Campaign?

New records were set for the FY21 CCC in both staff participation and donations with 80% of global staff and 88% of HQ staff pledging on eGive and over \$6.37 million donated from staff and retirees. For the FY21 CCC, the World Bank Group increased the corporate match from 100% to 200%. This means, along with the match, the World Bank Group, its staff and retirees, put over \$19 million into the community as a result of the CCC.

Log-In/New Platform

4. How can a WBG retiree access the CCC platform?

All retirees can access the CCC using their credentials for the Retiree Portal. To access the Retiree Portal, go to <https://pension.worldbank.org> and utilize the email account/password as registered with the Pension Administration to sign-in. Once on the pension webpage, click on the Retiree Portal button. Once on the Retiree Portal, click on the Donation Matching page.

If this is your first time accessing the CCC platform, you will be asked to provide your consent to share your email address to set up your account to donate. After you have saved your consent, you will see a blue Donate Now button. After 24 hours, clicking the Donate Now button will take you directly to the CCC platform.

If you have previously accessed the CCC platform via the Retiree Portal, you will be able to click the Donate Now button immediately to take you directly to the CCC platform.

Please *make sure to access the platform at least 48h before the end of the campaign* (December 16, 2021 - 23:59 UTC/6:59pm ET). This will allow for first-time users' consent to be processed after 24h, and for our team to have the time to troubleshoot possible issues that you may experience.

5. What internet browser should I use?

The login process works best when the Google Chrome internet browser is used.

6. Why is the CCC hosted on an external site?

The former CCC system was built just for headquarters almost 20 years ago and could not allow everyone around the world to participate. In addition, even at headquarters, retirees, staff and consultants have requested additional methods of giving. The new platform allows every staff member, consultant and retiree worldwide to be included in the CCC program. It also allows for giving by credit card and PayPal.

7. Why do I need to provide my consent on the Retiree Portal?

In order to create your unique profile to enable you to donate, Community Connections needs to submit your email address to the external vendor that hosts the CCC platform, Benevity. For data privacy reasons, Community Connections needs your permission to do so. If you do not provide your consent, your email address will not be shared and you will not have access to the CCC.

8. Why do I have to wait 24 hours after providing consent before I can donate for the first time?

The World Bank Group updates any account changes/creations once per day through an automated process. This enables us to efficiently process accounts for over 25,000 staff, consultant, and retiree users. You only need to provide consent once, so this 24 hr waiting period only applies to first-time donors.

9. Do I need to remember a username and password?

With the shared log-in process with the Retiree Portal, you will no longer need to remember a username or password for the CCC. You will log-in with the same details you use to access the Retiree Portal using your personal email address.

10. I donated to the CCC via the Retiree Portal last year. Do I still need to provide my consent?

No. If you have already provided consent for your email address to be shared with Benevity through a prior campaign, you will not have to do so again. You will be able to immediately log-in to the CCC platform via the Retiree portal.

Charitable Organizations

11. Can retirees nominate organizations to be considered for the CCC list?

Retirees are welcome and encouraged to nominate organizations to be considered for the CCC list; however, please note that the list for the FY22 CCC is already closed. If you wish to nominate an organization for the next FY23 CCC, please see CCC Organization Criteria and Nominations Process under Quick Links on the CCC platform dashboard.

12. How do I search for specific CCC organizations? Where can I find the list of the FY22 eligible CCC organizations?

You can search for specific organizations using the search bar on the homepage. You can also click the **+Donate Now** button and then browse by topic area.

The lists of FY22 CCC organizations are posted in the Explore and Quick Links sections. The HQ and Country Office CCC Organization booklet provides the unique Employer Identification Numbers (EINs) for all US-based NGOs (local Washington, DC organizations and global organizations). If you have a specific organization in mind, we encourage you to search by the organization's EIN to quickly find the organization.

13. Can I give to NGOs that are part of a country office's local CCC?

Yes, you may give to any NGO that is part of the CCC, regardless if it's part of the HQ list or a country office's list. A list of Country Office organizations is now also available on the FY22 Organizations Booklet. Please note that giving to non-US NGOs usually does not allow for a U.S. tax deduction.

Donating

14. How do I make my CCC donation in the new system?

The CCC platform has all the information you need to make your donation. You are encouraged to explore its wealth of giving information and ideas before donating. Your personal Dashboard appears when you first log onto the donation system. Below are step-by-step instructions for donating:

To start your donation, search for your preferred organization in the Find Causes... search bar.

Select an organization by clicking the red **+Donate Now** button. You will then be prompted to input your Donation Amount, Donation Frequency (one-time or recurring on a monthly basis), and preferred Payment Method (credit card or PayPal). The Estimated Match will appear automatically.

Next, click the [Confirm Donation](#) button, which will take you to a donation summary page. If correct, click the [Submit](#) button, which will take you to your payment page.

Input your payment information, and finally, the last very important step, click the [Submit Your Donation](#) button to complete your donation for that organization. You will be sent an automated email confirming your donation amount.

Please note that you will need to perform all of these steps for EACH of your donations to your selected organizations. Also, please note that there is an extra step involved in making an “external donation.” (See external match FAQ below, which covers donations using checks, stocks and donor-advised-funds).

Your total FY22 CCC donation details will be automatically calculated and updated in your Profile.

15. Which methods of CCC donations are available to retirees?

Any donor – including retirees – can make CCC donations via [credit card](#) and [PayPal](#) to their selected organizations. Such donations will automatically be matched by the WBG. Payments can be made on a one-time only or on a recurring monthly basis.

Donors – including retirees – can also still make their donations via a [personal check](#), a [personal charitable trust](#) or other [personal donor-advised-fund \(DAF\)](#). And you can still make donations of [personally held stocks and bonds](#). These kinds of donations are considered to be “[external donations](#).” (See external match FAQ below).

16. Is there a limit on the number of CCC organizations that I can designate?

No. You can support as many CCC organizations as you would like. (In the past, donors could only support 10 organizations.)

17. What currency is my donation recorded in?

All donations to the CCC are recorded in the system as USD\$.

18. How do I view my donation totals and donation history?

Go to the “My Profile” dropdown underneath your account name in the upper right corner of the webpage. Once you’re in your profile, go to “Giving” and select “Donation History” and “Donation Receipts” to view your past donations to organizations.

19. How much is the WBG corporate match for the FY22 CCC? How do I request a corporate match?

The corporate match for the FY22 CCC is 100% -- starting on Day One of the campaign! Thus, donors will double their donations to their favorite organizations through the CCC.

The WBG corporate match will automatically be calculated and applied for all eligible organizations for donations made via credit card and PayPal, up to the donor’s maximum limit of \$20,000. For external donations done via check, stock or donor-advised-fund, the corporate match must be requested separately for each organization. (See external match FAQ below).

20. Is there a limit on my total CCC donations and/or corporate match requests for the FY21 CCC?

While with the new platform, there is now no limit on to the number of CCC organizations you can support, for the FY22 CCC, the WBG has capped the corporate match at \$20,000 per donor.

21. Can I opt for recurring payments from my credit card or PayPal accounts? Will future recurrent payments be eligible for a WBG corporate matching contribution?

Yes, you can spread out your donation payments by opting for recurring charges to your credit card and PayPal accounts on a monthly basis. Please note, however, that only recurring payments that happen in the campaign dates will be matched by the WBG – and only up to the maximum limit of \$20,000 per donor. Recurring payments that happen outside the campaign dates will NOT be matched -- but they will still go through the system to your intended organization(s). Recurring charges will continue until October of next year, at which point they will automatically be cancelled before the FY23 CCC launches.

22. If donating via credit card or PayPal, will a transaction fee be applied? If so, how will that be handled – i.e., who will cover that cost?

Transaction fees will be deducted automatically from your donation by Benevity to cover the charging agency's (credit card company or PayPal) merchant fees before going to the organization. These costs are on average around 2.5%. The World Bank Group generously covers all of the administrative costs and other processing fees of the Campaign.

23. What are “external donations?” Are they eligible for the corporate match? How can I arrange a request for the corporate match for such donations?

The new CCC platform still allows for donations made via personal checks or personal donor-advised-fund (DAF) or charitable trust checks – as well as via personally held stocks and bonds donations. These kinds of donations are considered, however, to be “external donations” because they are made outside the CCC platform directly to the organizations themselves. Unlike for previous CCCs, such donations go directly to the CCC organizations you choose, not via the World Bank Community Connections Fund. We must therefore receive proof that the donations have been made, and that they have happened during the FY22 campaign period – i.e., between November 1 and December 16, 2021. Because arranging and receiving receipts/acknowledgements of donations might take you some time, it is HIGHLY recommended that you start your external donation AS EARLY AS POSSIBLE. Proofs of such donations must be uploaded to the CCC Benevity site by December 16 latest.

You will then need to request a WBG matching contribution separately for the external donations. Requesting the corporate match is actually quite simple! The following provides information about this extra step to arrange corporate match requests for donations effected via each of these methods:

A. How can I make my CCC donation payment via a personal check?

Please first make your donation via personal check directly to your CCC organization of choice. You should then receive a tax receipt or other acknowledgement of your donation directly from the organization. Next, to request a corporate match for this donation, locate the particular organization in the CCC platform. Click on the organization's name, and on its profile page, click on the green **+Request Match** button. Complete the remainder of the form, and upload your donation receipt from the organization. Finally, click the Submit Your Donation button, which will place your match request form in a queue for approval by the CCC administrator. Please note that the name on the receipt must match your name. If approved, your requested match will be disbursed directly to the organization the month following its approval.

B. Can I use my donor-advised-fund (DAF) or charitable trust or IRA for my CCC donation?

Yes. First, please follow whatever procedures are required for charitable donations to nonprofit organizations by your personal DAF, charitable trust or IRA. Then, you will receive receipts or other acknowledgements of donations from the organizations themselves and/or from your DAF, charitable trust or IRA. To request a corporate match, first locate the organization in the CCC platform. Click on the organization's name, and on its profile page, click on the green **+Request Match** button. Complete the remainder of the form, and upload your donation acknowledgement and/or receipt from your DAF/charitable trust/IRA and/or from the organization itself. Finally, click the Submit Your Donation button, which will place your match request form in the queue for approval by the CCC administrator. Please note that the name on the DAF/charitable trust/IRA or organization receipt must match your name. If approved, your requested match will be disbursed directly to the organization the month following its approval.

C. How can I donate my personal stocks to my designated CCC organization(s)?

Please follow whatever procedures your brokerage firm requires to make gifts to charitable organizations via your personally held stocks or bonds. Your broker will be able to advise you on the procedures. When donating shares of stocks or bonds directly to an organization, your broker will need to know the brokerage account details for the organization to which you wish to transfer your stocks. You may wish instead to sell your stocks/bonds and arrange for the sales proceeds to be gifted to the organization.

Regardless of which scenario, you should obtain from the recipient organization and/or your broker (a) proof of your stocks/bonds donation which indicates the value of the stocks/bonds on the date transferred; or (b) proof of the final value of the donated stocks/bonds sales proceeds on the date sold and then donated. Then, requesting a corresponding corporate match is simple. First, locate the organization in the CCC platform. Click on the organization's name, and on its profile page, click on the green **+Request Match** button. Complete the remainder of the form and upload your donation acknowledgement and/or receipt from your brokerage firm and/or the CCC organization itself. Please note that the name on the receipt must match your name. Finally, click the Submit Your Donation button, which will place your match request form in the queue for approval by the CCC administrator. If approved, your requested match will be disbursed directly to the organization the month following its approval.

24. What will happen if my proofs of external donations do not get arranged by the end of the campaign (December 16)?

If a proof of external donation has not been uploaded by December 16, the donation will unfortunately NOT be eligible for a corporate matching contribution.

25. How and when will I receive a tax receipt/letter for my CCC donation?

We cannot provide tax advice, and you should check with your own tax advisor as to the tax deductibility of your CCC donations. We can share that CCC gifts that were tax deductible in the past will continue to be so, and that you will receive a tax receipt for them. Gifts to non-U.S. charities, however, might not be tax deductible. Contributions arranged via external donations can also still be tax deductible; however, you will receive your tax receipt directly from the organizations themselves, not from the CCC.

If you made your donation via credit card or PayPal, which means your payment is direct and effected in real time, you will automatically and immediately receive an Official Receipt for Income Tax Purposes (or a confirmation if the gift is not eligible for tax deduction) upon making your donation in the CCC system. Your tax receipt/confirmation will arrive via your email, and it can also be found posted under My Profile under Giving, Donation Receipts in your Dashboard.

Please note that your tax receipt will be from either the American Online Giving Foundation (AOGF) or the United Kingdom Online Giving Foundation (UKOGF), depending on the location of the organizations you have supported. For organizations based in the United States, your receipt will be from the AOGF; for organizations based outside the United States, your receipt will come from the UKOGF. These two foundations are public charities which are acting as “receipting charities” to process and disburse CCC donations made through the online giving site.

Your tax receipt/confirmation will include an appendix that lists each of the eligible CCC organizations that you have supported through one-time or recurring donations via your credit card or PayPal account. This list will also indicate which of your donations were awarded a corporate matching contribution. Please note, however, that this appendix is not an official tax receipt because corporate matches are not tax deductible.

Questions/Feedback

26. How can I get answers to further questions about participating in the FY22 CCC?

- For Login related questions, call the WBG IT help desk at 1-202-473-2121 or email 32121@worldbank.org and ask for help with the *Azure* login to Pension Portal.
- For Pension Portal related questions, contact the Pension Helpdesk at 1-202-458-2977 or 1pension@worldbank.org.
- For CCC or Benevity related questions, contact the CCC at comoutreach@worldbank.org and include your UPI in your message.

27. How can I share my feedback with the CCC team?

Please click on [this link](#) to share any feedback you may have about the CCC.