

Frequently Asked Questions and Answers on Public Fund-Raising Disclosure Regime

S/N	Question	Answer
Rationale for change		
1	Why is the Disclosure Regime being implemented and how will this affect charities and the public?	<p>The Commissioner of Charities (COC) held a public consultation in May 2022 on a revised regulatory regime for fund-raising appeals conducted in Singapore.</p> <p>With a maturing charity landscape, the revised regime seeks a better balance between making it easier for bona fide charities and fund-raisers to raise funds by streamlining processes, and the appropriate transparency and accountability safeguards to help members of the public make informed decisions on their donations. These are in line with Singapore’s efforts to strengthen trust and promote good governance in the charity sector.</p> <p>With the introduction of the Disclosure Regime, administrative burden on charities will be reduced and allow them to fund-raise under more practical conditions. Collections for local registered or exempt charities under the Charities Act 1994 (“Charities Act”), and collections for foreign charitable purposes approved by the COC, will be regulated under the Charities Act only. There is no need for these entities to obtain a licence to conduct house to house or street collections after the Disclosure Regime is implemented.</p> <p>The additional disclosure requirements serve to ensure that donors continue to have an avenue to verify legitimacy of collections for charities. Charities and Fund-Raising for Foreign Charitable Purposes (FRFCP) permit holders will have to provide details of their public fund-raising appeals via the Charity Portal before commencing such appeals, which includes disclosures for collections by third parties.</p> <p>The public is strongly encouraged to exercise their own due diligence to ensure that their donations are used for genuine charitable purposes. Through practising the steps of “Ask, Check, Give”, the public can protect themselves against common attack methods associated with charity donation scams.</p>
Scope of Disclosure Regime		
2	Who will the Disclosure Regime apply to?	The Disclosure Regime for public fund-raising appeals applies to (a) <i>registered or exempt charities</i> under the Charities Act 1994, and (b) <i>those with valid permits from the COC to raise donations for foreign charitable causes (i.e. FRFCP permit holders)</i> , that intend to conduct public fund-raising appeals for

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		<p>collections of monies and/or other property by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.</p> <p>The regime also applies to collections by third parties for an entity mentioned under (a) or (b) above.</p>
3	Will the Disclosure Regime apply to all organisations (e.g. societies registered under the Societies Act 1966) conducting fund-raising via street or house to house collections?	<p>House to house and street collections are still licensed by the Police under the House to House and Street Collections Act 1947 <u>except</u> for collections <u>by or for</u> the following groups which are exempted: (a) registered or exempt charities under the Charities Act 1994, and (b) those with valid permits from the COC to raise donations for foreign charitable causes. For the exempted groups, the regulatory requirements under the Disclosure Regime will apply instead.</p> <p>Hence if your organisation is a registered society or company <u>but is not</u> (i) an entity mentioned under (a) or (b) above, or (ii) collecting for an entity mentioned under (a) or (b) above, a House to House and Street Collections (HHSC) licence from the Police <u>is still required</u> if the appeal is conducted by means of house to house visits, solicitation on the streets or other places, or a combination of both means. Police will continue to assess all applications received for house to house and street collections licenses on a case-by-case basis before deciding whether a licence may be granted.</p>
4	Are all organisations no longer required to apply for a license from the Police or the National Council of Social Service (NCSS) for public fund-raising appeals once the Disclosure Regime is implemented?	
5	Will the Disclosure Regime apply to collections of donations-in-kind or is it only limited to monetary donations?	The Disclosure Regime is applicable to collections of both monies and other property (e.g. donations-in-kind) by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.
6	Will the Disclosure Regime apply to fund-raising appeals done by way of digital advertisement panels in shopping malls?	<p>The Disclosure Regime is applicable only to public fund-raising appeals conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.</p> <p>If the fund-raising appeal is conducted at a <u>publicly accessible location</u> (e.g. shopping malls) such that donations will be solicited from members of the public, the requirements under the Disclosure Regime will apply.</p>

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7	Will the Disclosure Regime apply to online fund-raising campaigns?	<p>The Disclosure Regime is applicable only to public fund-raising appeals conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means. It does not apply to other forms of fund-raising such as online or via the media.</p> <p>Nevertheless, all fund-raising appeals conducted in Singapore, whether conducted online or face-to-face, for charitable, benevolent or philanthropic purposes are regulated by the COC under the Charities (Fund-Raising Appeals for Local and Foreign Charitable Purposes) Regulations 2012 (the Regulations). Fund-raisers are required to comply with the Regulations which include providing clear and accurate information to donors about the beneficiary and the purpose, proper usage and records of donations received and disbursed.</p>
8	Will the Disclosure Regime apply to appeals conducted by way of direct mailers?	<p>The Disclosure Regime is applicable only to public fund-raising appeals conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.</p> <p>If direct mailers are sent out via email or by post to residential or office addresses, the Disclosure Regime will not apply. However, if the direct mailers are distributed in person from house to house or in public places and there is solicitation made by the fund-raisers and collectors, then the Disclosure Regime will apply.</p>
9	If fund-raising is done in conjunction with another event (e.g. sports tournament, run, conference, etc.), must details of the appeal be disclosed on the Charity Portal under the Disclosure Regime?	<p>Under the Disclosure Regime, charities must disclose details of their public fund-raising appeals on the Charity Portal if the appeal is conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.</p> <p>If the fund-raising appeal is conducted at a publicly accessible location such that donations will be solicited from members of the public, the requirements under the Disclosure Regime will apply. Such fund-raising appeals include:</p> <ul style="list-style-type: none"> • Appeals within physical retail outlets or temporary pop-up stalls in shopping malls where retail staff may ask customers to contribute to a charity/charitable cause when they make payments for their purchases at the counter. • Appeals within retail or F&B premises where the shop or restaurant represents to its customers that part of the sales proceeds will be donated to a charity.

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		<ul style="list-style-type: none"> • Appeals by way of donation boxes placed in public places (whether or not there is active solicitation by persons). • Appeals conducted in an open area or during physical events held at publicly accessible places (e.g. performances, roadshows, carnivals), where calls for donations are made to members of the public.
10	If the fund-raising is done both online and offline (e.g. an on-site charity run which is publicised online and where registration is online, but members of the public can also donate on-site), must details of the appeal be disclosed on the Charity Portal under the Disclosure Regime?	<p>Under the Disclosure Regime, charities must disclose details of their public fund-raising appeals on the Charity Portal if the appeal is conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.</p> <p>If part of the fund-raising appeal is conducted at a publicly accessible location such that donations will be solicited from members of the public, the requirements under the Disclosure Regime will apply to that portion of the appeal or event.</p>
11	Will the Disclosure Regime apply to internal or private fund-raising events (e.g. at a closed company event, conducted within private premises, among family and friends)?	<p>Under the Disclosure Regime, charities must disclose details of their public fund-raising appeals on the Charity Portal if the appeal is conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.</p> <p>If the fund-raising appeal does not fall within the abovementioned modes, such as in the case of a private fund-raising event, the Disclosure Regime does not apply.</p>
12	Will the Disclosure Regime apply to charity fund-raising events such as gala dinners or carnivals?	<p>The Disclosure Regime is applicable only to public fund-raising appeals conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means.</p> <p>If the fund-raising activity such as a gala dinner or carnival* is only open to a restricted class of persons (e.g. family/friends, members of an organisation, or students/teachers of a school etc.), then the Disclosure Regime does not apply as there is no solicitation made to members of the public.</p> <p>However, if these events are open to members of the public to join or participate (e.g. if events are not ticketed and any member of the public can walk into the event premises and participate in the fund-raising</p>

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		<p>activity) or if funds are raised via tickets sold in public areas to members of the public, then the Disclosure Regime would apply and details of the public fund-raising appeal will need to be disclosed on the Charity Portal. This is the case even if the event is conducted within the charity's premises.</p> <p><i>*Other similar types of fund-raising events include charity donation drives, food fair, golf event and charity auctions.</i></p>
13	Will the Disclosure Regime also apply to any corporate or business entity that wishes to raise funds for a charity in a public setting under their CSR initiative?	In this scenario, <u>the charity</u> will be required to disclose details of the public fund-raising appeal on the Charity Portal if the appeal is conducted by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means. This will include public appeals conducted by individuals, corporates, or other organisations, for the benefit of a charity.
14	Will the Disclosure Regime also apply to any individual or group of individuals who wish to raise funds for a charity in a public setting?	
15	Will the Disclosure Regime apply if the charity is raising funds via unmanned donation boxes placed in public areas?	The Disclosure Regime applies to all public fund-raising appeals by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means for collections of both monies and other property which are conducted by or for (a) registered or exempt charities under the Charities Act 1994, and (b) those with existing permits from the COC for donations to foreign charitable causes (i.e. FRFCP permit holders).
16	Will the Disclosure Regime apply if the charity displays its QR Code (for donations to be made) in public areas to solicit donations?	If the fund-raising appeal is conducted at a <u>publicly accessible location</u> (e.g. retail shops, clinics etc.) such that donations will be solicited from members of the public, the requirements under the Disclosure Regime will apply. Such fund-raising appeals include appeals by way of donation boxes or QR Codes (for donations) placed in public places, whether or not there is active solicitation by persons.
17	Do we need to affix the charity's official letter on the appeal for donation boxes or QR Codes (for donations) placed in public areas?	However, it is not necessary for the official letter to be affixed on the unmanned donation boxes or QR Codes unless there is active solicitation by persons (e.g. for retail stores raising funds for a charity, if staff

S/N	Question	Answer
		will be approaching the customers to make a donation via the donation box placed at the payment counter, then the a copy of the official letter from the charity should be placed at the payment counter).
18	Will the Disclosure Regime apply in the case of appeals conducted within (including donation boxes placed in) the premises of religious organisations targeting at the organisation’s congregants or members (e.g. churches and temples)?	The Disclosure Regime does not apply to fund-raising appeals carried out within the premises of a religious organisation. However, the Disclosure Regime will apply if the fund-raising appeal is conducted at a publicly accessible location.
Operational Questions		
19	When does the Disclosure Regime commence?	The Disclosure Regime will apply to all public fund-raising appeals by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means, that commence <u>on or after 9 October 2023</u> .
20	Can charities and IPCs conduct street collections?	Yes, charities and IPCs may conduct fund-raising appeals by means of visits from house to house or by soliciting in any public places (including on the streets), or by both such means. Please refer to the disclosure requirements under the Disclosure Regime.
21	What information will the registered/exempt charities and FRFCP permit holders be required to disclose on the Charity Portal before commencing their public fund-raising appeal?	Charities and FRFCP permit holders will have to disclose on the Charity Portal (and if they wish, on their own websites) the following information, which will be made publicly available, <u>at least 7 working days before</u> the appeal commences: <ul style="list-style-type: none"> a) Purpose, duration and method of collection (i.e. street collection or house to house visit); b) Location(s) where the collection will be conducted; c) Contact number and email address that the charity/FRFCP permit holder can be reached at should the public require any clarifications on the collection; and d) Where a third-party fund-raiser is involved: <ul style="list-style-type: none"> i. Name of third-party fund-raiser conducting the collection; ii. Percentage of the total gross receipts from the collection that is expected as payment for the expenses incurred for the conduct of the collection; and

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		iii. Declaration by the charity or FRFCP permit holder that (A) a written agreement has been established with the third-party fund-raiser as required under the Regulations; and (B) the charity or FRFCP permit holder has conducted its due diligence and ascertained that the third-party fund-raiser is fit and proper.
22	Where third-party fund-raisers are engaged, does the charity need to submit to COC the signed written agreement with the third-party fund-raiser?	No, charities will not be required to submit the signed written agreement as part of the submission via the Charity Portal. Charities will only be required to maintain the signed agreement and comply with the relevant requirements under the Charities Act.
23	Which contact number and email address should the charity disclose on the Charity Portal in relation to the appeal?	Charities should provide the contact number and email address which members of the public can easily reach the charity at when the appeals are being conducted on the ground. This is intended to allow the public to be able to seek clarification from the charity directly on the appeal if needed. The public should therefore be able to obtain a response quickly via the contact number and email address provided.
24	What conduct should fund-raisers adhere to when conducting appeals?	Fund-raisers must be able to provide accurate information on the appeal (e.g. beneficiary) and intended purpose(s) of the funds when soliciting. In addition, fund-raisers conducting a collection for a charity must not – <ul style="list-style-type: none"> • cause annoyance to any person or remain at the door of or in any premises, if requested by an occupant of the premises to leave; or • solicit at locations other than the locations indicated in the disclosures submitted via the Charity Portal in respect of the collection; • act in any way that might reasonably cause members of the public to become alarmed or anxious; • act in a fraudulent or dishonest manner; • behave in a manipulative manner or deliberately seek to make a member of the public feel guilty; • exert undue pressure on members of the public to donate; • exploit their position for personal gain; • engage in any other behaviour that may harm the reputation of the charity; and • block the public right of way or obstruct a member of the public.

S/N	Question	Answer
25	The Disclosure Regime requires fund-raisers to carry the letter from the charity containing details of the appeal. Is there a template that charities can refer to for the letter?	<p>When conducting the public appeal, collectors and fund-raisers on the ground must clearly identify themselves as conducting a fund-raising appeal. The collectors and fund-raisers must inform the donor that he or she is soliciting for donations on behalf of <name of charity> and the purposes for which the donations will be used.</p> <p>The collectors and fund-raisers must also carry an official letter from the charity or FRFCP permit holder indicating details of the appeal as disclosed on the Charity Portal. The official letter is to be printed on the charity's letterhead and should be shown to donors.</p>
26	Can the letter be auto generated by Charity Portal based on the disclosures submitted?	<p>We have prepared a sample letter template that charities can take reference from.</p>
27	How do collectors and fund-raisers “clearly identify” themselves?	<p>Please refer to the available templates on the Charity Portal:</p> <ul style="list-style-type: none"> • Official Letter Template A (Where third-party fund-raiser is engaged) • Official Letter Template B (Where no third-party fund-raiser is engaged)
28	What is the reference number generated by Charity Portal upon submission of disclosures? Can charities use that as the serial number of the charity’s official appeal letters?	<p>A reference number starting with “APP” (i.e. the draft number) will be generated for every new draft submission created by charities when preparing to submit new disclosures or update existing disclosures. Once the draft submission is completed and submitted, Charity Portal will issue another reference number starting with “CPCU” (i.e. the submission number).</p> <p>Both reference numbers starting with “APP” and “CPCU” are unique to the individual submissions and are not specific to a set of disclosures/fund-raising record.</p> <p>It is up to the charity to set the serial number for its official appeal letters. However, for the reasons mentioned above, charities may wish to review whether the use of the “APP” draft number or the “CPCU” submission number generated by Charity Portal is suitable to be used as the internal serial number of the official appeal letters.</p>
29	For issuance of letter to fund-raisers from a charity, can it be issued via digital format?	<p>Yes, the letters from the charity containing details of the appeal which are to be carried by the fund-raisers when conducting appeals on the ground, may be in <u>either hardcopy or electronic form</u>.</p>

S/N	Question	Answer
		Fund-raisers must be able to produce the letter to the donor at point of solicitation to allow the donor to verify the legitimacy of the appeal. Charities should put in place relevant safeguards to ensure authenticity of the letters.
30	Under the HHSC regime, charities were required to submit audited statement of accounts relating to the appeal 2 months after the event. With the change of regime, is the charity still required to submit the said audited accounts?	<p>Under the Disclosure Regime, a separate audited statement of accounts relating to the fund-raising appeal will <u>not</u> be required to be submitted.</p> <p>The requirement is now subsumed under the charities' annual financial statements. The donations and expenditures related to the fund-raising appeal must be reported in the charities' financial statements.</p>
31	My CEO is very busy. Can charities get someone else (e.g. deputy Chief Executive) other than CEO or equivalent position to sign off on the official letter instead?	<p>It is a regulatory requirement for the CEO (or officer of equivalent designation) to sign off on the official letter referred to in regulation 20D(1)(b) of the Charities (Fund-raising Appeals for Local and Foreign Charitable Purposes) Regulations 2012.</p> <p>Charities could consider making arrangements/seeking internal approval to allow the use of CEO's digital signature by authorised or specified staff when preparing the official letters.</p> <p>In adopting this approach, charities should put in place measures to ensure that the CEO's digital signature is not misused. Charities should also assess what would be an appropriate frequency for the approval of such internal arrangements (e.g. quarterly or half-yearly approval by the CEO), and/or how often it should seek approval from or inform the CEO of the upcoming fund-raising appeals for which his digital signature would be affixed to the relevant official letters.</p>
32	Can charities create our own official letter template?	<p>It is not mandatory for charities to use the official letter templates available on the Charity Portal.</p> <p>Charities can create their own official letter template, as long as the letter prepared includes all the information required under Reg 20D(1)(b) of the Charities (Fund-raising Appeals for Local and Foreign Charitable Purposes) Regulations 2012. Charities should also ensure that the information in the official letter is clear and readable, without clutter.</p>

S/N	Question	Answer
Operational Questions – Submission of Disclosures		
33	By when must disclosures on public appeals be submitted via the Charity Portal?	Charities and FRFCP permit holders should submit the relevant disclosures on the Charity Portal <u>at least 7 working days before</u> the appeal commences. Disclosures may also be submitted earlier.
34	How many days in advance should disclosures be made on the Charity Portal?	Charities should build in sufficient buffer and submit the disclosures early. This is especially so at the start of the Disclosure Regime where charities may be relatively unfamiliar with the new requirements, face technical issues, and may need more time for the submission. There will also be regular system maintenance for the Charity Portal during which the system will not be accessible.
35	Can charities submit disclosures via the Charity Portal less than 7 days before the appeal commences?	Early disclosures will provide charities with more time to prepare their fund-raising materials.
36	How can charities submit the disclosures on public appeals via the Charity Portal?	For guidance on how to submit the disclosures on your charity’s local public fund-raising appeals on the Charity Portal, you may refer to the Charity Portal e-Services Guide – Disclose Local Public Fund-Raising Appeals or video tutorial that is available on the Charity Portal.
37	How should charities fill up the disclosure fields on the Charity Portal? How much details should be disclosed?	Please refer to the sample submission for guidance on how to fill up the disclosure fields.
38	How should charities indicate the locations of the public fund-raising appeals?	
39	How soon will disclosures be published on the Charity Portal after submission?	Charities will receive an acknowledgement of the submission. Once the submission is processed, charities will receive an email with an attached PDF document of the new and updated local public fund-raising

S/N	Question	Answer
40	After submitting the disclosures on the Charity Portal, should charities expect to receive an approval notification before commencing our appeals? How long will it take to receive the notification?	appeal records of the charity. Disclosures submitted are processed and published on the Charity Portal within an hour of the submission.
41	How can Fund-Raising for Foreign Charitable Purposes (FRFCP) permit holders submit the required disclosures via the Charity Portal if they wish to fund-raise by means of visits from house to house or by soliciting in any public places?	<p>The required disclosures are to be made as part of the application for a FRFCP permit which is to be submitted via GoBusiness Singapore.</p> <p>Details of the disclosures are to be included under the field “Information for Public Display” within section 2 “Details of Fund-raising Appeal” of the online application form.</p> <p>An example of how the disclosures can be made is appended.</p> <div style="border: 1px solid black; padding: 5px;"> <p>[Information for Public Display] Purpose: To fund-raise for relief efforts in Country X Nature and mode of collection: Street collection, Donation Boxes and forms Location(s): Orchard Road, Dhoby Ghaut, Waterloo Street Third-party fund-raiser: ABC Pte Ltd Percentage of total gross receipts from appeal expected to be used to pay for expenses for the appeal: 20% Permit holder has written agreement established with third-party fund-raiser: Yes Permit holder has conducted its due diligence on third-party fund-raiser: Yes Contact for queries: xyz@abc.org; 61234567</p> </div>
42	Can my charity edit disclosures which have already been submitted e.g. due to errors or change in plans?	Your charity will be able to edit existing records of disclosures submitted so long as the appeal start date has not started. Once the appeal has started, your charity will not be able to amend the “Start and End Date of Collection Period” and “Purpose of the Fund-Raising Appeal” fields.

S/N	Question	Answer
43	Is there a limit on the duration of the appeal period?	Charities can submit details of the local public fund-raising appeal records up to one year (i.e. the start and end date of collection period must be within a one-year period).
44	Can my charity extend the end date of appeal for an existing record/ disclosure which had been earlier submitted?	Your charity can make a new submission for the extended period. For example, your charity had submitted a disclosure for an appeal for Charitable Project A from 1 Aug 202X to 31 Aug 202X. If your charity wishes to extend the end date of appeal, it can submit a new disclosure for an appeal for Charitable Project A from 1 Sep 202X to 30 Sep 202X.
45	Is there a limit on the number of public fund-raising appeals charities can conduct at the same time?	Charity Portal currently restricts charities from submitting multiple disclosures on public fund-raising appeals with the <u>same</u> start and end date. Notwithstanding this, there is no limit to how many fund-raising appeals a charity can conduct at any point in time. Charities may conduct multiple fund-raising appeals concurrently (e.g. two appeals with different start and end dates but overlaps) so long as the relevant requirements under the Disclosure Regime are complied with.
Operational Questions – Viewing Disclosures Submitted		
46	How will donors be able to view disclosures on public fund-raising appeals submitted by Charities via the Charity Portal?	Once your charity submits the required disclosures via the Charity Portal (under the “Disclose Local Public Fund-Raising Appeals” module) and the submission is processed, your charity can download a QR Code under Charity Portal e-Services – View Charity Profile => “Local Public Fund-Raising Appeals” tab. The QR Code is exclusive to the charity and must be incorporated in the charity’s relevant fund-raising appeal materials. When fund-raising appeals are being conducted on the ground, collectors will show the QR Code to potential donors for them to scan the said Code. This will lead the donor directly to the charity’s local public fund-raising appeal disclosures on the Charity Portal and allow the donor to verify the legitimacy of the appeal against information submitted via the Charity Portal.
47	If the disclosures are submitted 7 working days in advance, will a QR code be issued immediately to my charity so that we can prepare the fund-raising materials?	Your charity should submit the disclosures via the Charity Portal more than 7 working days in advance if it requires more lead time for logistical purposes.

S/N	Question	Answer
48	Does the QR code change for each disclosure submitted?	The QR Code is tagged to the UEN of the charity and does not change for each disclosure submitted. There is no limit on the number of times the QR code can be scanned by donors.
49	How does the QR code work? What page does it lead donors to?	Upon scanning the QR code, it will lead the donor directly to the charity's public fund-raising appeal records displayed on the Charity Portal and allow the donor to verify the legitimacy of the appeal against information submitted via the Charity Portal.
50	Is there a restriction on the number of times the QR code can be scanned?	As the QR code will only direct donors to the charity's public fund-raising appeal records page on the Charity Portal and not a specific disclosure, donors will need to identify the relevant disclosure on that records page before verifying the details of the appeal.
51	How long will the disclosures on public fund-raising appeals be shown on the Charity Portal e-Search Page?	Fund-raising appeal records will be displayed on the Charity Portal for one year from the last day of the collection period.
52	Will the details of the third-party fund-raiser appear on the Charity Portal?	<p>Under the Disclosure Regime, charities will need to disclose details of the third-party fund-raiser engaged for the conduct of the public appeal. This includes name of the fund-raiser and percentage of the total gross receipts from the fund-raising appeal that is expected as payment for the expenses incurred for the appeal.</p> <p>The details of third-party fund-raiser will appear on the Charity Portal under the disclosures submitted by the charity in relation to the appeal. The disclosures may be accessed via the Advanced Search function on the Charity Portal for fund-raising appeals.</p>
53	Why is the system down for maintenance? How do I verify an appeal on Charity Portal when the system is down and not working?	<p>We seek everyone's understanding that in rare situations, the Charity Portal has to be taken down for maintenance immediately, for example to improve system functions and performance, or tighten system security to protect charities' data. It may cause inconvenience to members of the public.</p> <p>In the event that the Charity Portal is under maintenance, and donors are not able to access the relevant fund-raising appeal records on the Charity Portal, to verify the authenticity of a public fund-raising appeal, the following alternative methods of verification are available:</p>

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		<p>(a) Call Charities Unit hotline at 6337 6597 and speak to an officer; or</p> <p>(b) Contact the charity directly to seek clarification and verify the authenticity of the appeal.</p>
Operational Questions – Technical Issues		
54	Who can charities contact for assistance?	<p>If charities require any further clarifications on the Disclosure Regime, please contact your Sector Administrator directly. The contact details of your Sector Administrator can be found on the Charity Portal website under “Contact Us”.</p> <p>For technical issues, please email details and append screenshots of the technical error to mccy_charities@mccy.gov.sg.</p>
Operational Questions – Engaging third-party fund-raisers		
55	When charities engage third-party fund-raisers, what is the level of due diligence needed on these third-party fund-raisers?	<p>The appropriate level of due diligence charities should conduct would vary depending on the case and type of third-party fund-raiser involved. Examples of due diligence checks that charities can do, especially if the third-party fund-raiser is a commercial fund-raiser, are:</p> <ul style="list-style-type: none"> • check for the third-party fund-raiser’s track record; • check that the third-party fund-raiser is a legitimate organisation or entity; • check if the third-party fund-raiser has adequate processes in place to train and brief its staff and/or volunteers on the appropriate behaviour when fund-raising (i.e. no aggressive fund-raising) and the information to provide to donors; • ask for declaration by the third-party fund-raiser that it has not been convicted of any offence involving dishonesty or has not been prohibited by the COC from conducting fund-raising appeals. <p>The above are non-exhaustive examples and charities can adopt other forms of checks as appropriate.</p>
56	How can charities check that the third-party fund-raiser is fit and proper?	
57	Under the Disclosure Regime, charities are required to disclose that the charity has entered into a written agreement with the third-party fund-raiser. What if the	Under regulation 14 of the Charities (Fund-Raising Appeals for Local and Foreign Charitable Purposes) Regulations 2012, it is unlawful for a commercial fund-raiser, commercial participator, or other person to solicit money or other property for the benefit of a charity unless there is a written agreement with the charity on the proposed appeal.

S/N	Question	Answer
	charity does not have such a written agreement?	The Regulations spell out the details that are required to be included in the written agreement. This is intended to ensure that the charity is agreeable to the details and terms of the appeal that is being conducted on its behalf. Charities should ensure compliance with this requirement.
58	Is there a template for the written agreement that charities can refer to?	<p>We do not have a sample template as the details to be included in the agreement will depend on the individual circumstances of the case.</p> <p>That said, Regulation 14 of the Charities (Fund-Raising Appeals for Local and Foreign Charitable Purposes) Regulations 2012 spells out the details (e.g. location, date and method of appeal, remuneration of fundraiser, etc.) that should be included in the agreement.</p>
Operational Questions – Age Limit of Collectors		
59	Is there any age limit on the fund-raisers and collectors?	A person below 16 years of age is not allowed to act as collector of money or act as a third-party fundraiser without the permission of the Commissioner.
60	What is the rationale behind imposing an age limit on fund-raisers and collectors?	The age limit of persons to conduct or participate in the appeal is meant to ensure that there is adult supervision over the collection of money.
61	Are kids under the age of 16 years old allowed to conduct public fund-raising appeals if there is adequate adult supervision?	<ul style="list-style-type: none"> • If charities are working with MOE schools, no further approval is required to be sought from the COC as permission has already been given to allow Secondary 3 and above students from MOE schools to act as a collector of money in public fund-raising appeals. • If charities are working with non-MOE schools, or students/youths in their individual capacities (regardless of the schools they attend, if any), charities will need to approach the COC's Office early with sufficient buffer time to seek the necessary approval.
62	Does the age limit apply to students who are representing their schools in fund-raising activities?	When writing to the COC's Office via email, charities should provide details of the planned public appeals, and the justifications and proposed controls it intends to put in place (e.g., arrangements on supervision of students; whether there is a limited percentage of students below 16 years old who will be involved etc.) to ensure that there is adequate supervision over the collection of money.

S/N	Question	Answer
Operational Questions – Island-wide Public Fund-raising Appeals (e.g. flag days)		
63	Can charities book a slot for flag day appeals <u>before</u> submitting disclosures on the appeal on Charity Portal?	<p>Charities that wish to conduct physical flag day appeals involving island-wide street collections (i.e. single day large scale public fund-raising appeals where fund-raisers will be at multiple locations island-wide concurrently) will need to secure a slot for their flag day appeals.</p> <p>Moving forward, charities will no longer need to use BookingSG to secure a date for its flag day appeal prior to the submission of disclosures on Charity Portal. Charities can simultaneously book a slot directly via Charity Portal when submitting the relevant disclosures.</p> <p>This means that charities will need to prepare and have on hand the following information about its appeal when booking a slot:</p> <ul style="list-style-type: none"> • Purpose(s) of the Local Public Fund-Raising Appeal • Details of Public Fund-Raising Appeal • Nature of Public Fund-Raising Appeal • Mode(s) of Collection (e.g. Collection Box/ Bag/ Tin, Donation Booth/ Box etc.) • Name of Third-Party Fund-Raiser • Percentage of total gross receipts from appeal expected to be used to pay for expenses for the appeal • Email Address and Contact Number <p>For charities that wish to secure a slot early/in advance but have <u>not finalised</u> their flag day plans, charities may submit brief disclosures first.</p> <ul style="list-style-type: none"> • Disclosures can be generic with minimal information but must be accurate as the details will be shown on Charity Portal to the public after submission. • If charities have not finalised plans with their third-party fund-raisers as at the point of submission, they may leave the “Name of Third-Party Fund-Raiser” field blank first. • Charities need to finalise the details as soon as possible and update onto Charity Portal. <p>Please remember to make the updates <u>at least</u> 7 working days before the commencement of the flag day appeal.</p>

S/N	Question	Answer
64	How far in advance can charities book a slot for flag day appeals?	Slots for flag day appeals will be open for booking up to 6 months in advance.
65	Are there any guidelines or limitations on the number of flag days that charities can conduct?	<p>Flag Day appeals can be conducted on any Saturday, and Wednesdays of school holidays.</p> <p>Charities are only allowed to conduct up to 2 flag day appeals per charity per calendar year, and up to 2 charities may conduct a flag day appeal on the same day.</p> <p>Charities may check the availability of flag day slots using the calendar function in the disclosure form under the “Disclose Local Public Fund-Raising Appeals” module. Please refer to the legend below for information:</p> <ul style="list-style-type: none"> • Dates in black – Slots are available. • Dates in red – All available slots have been fully booked • Dates in orange – Your charity has already reached the limit for this calendar year. • Dates in grey – Not available
Public Education		
66	As the Disclosure Regime will affect members of the public, will the public be notified of the changes and new requirements?	<p>A media release on the Disclosure Regime and the new requirements was issued on 8 September 2023. There was also coverage by the media, such as CNA, on this.</p>
67	Charities face a situation where third-party fund-raisers conduct appeals on their own first before donating the money to the charity. Are there any plans to educate the public on the new requirements under the Disclosure Regime?	

S/N	Question	Answer
Enforcement		
68	What happens if charities do not comply with the Disclosure Regime?	The Commissioner of Charities (COC) will review the disclosures submitted on the Charity Portal on a sampling basis. These reviews will be conducted more often at the start of the Disclosure Regime to ensure that charities and FRFCP permit holders are making disclosures that are accurate and provide sufficient information to the public.
69	What happens if charities wilfully provide inaccurate disclosures under the Disclosure Regime?	Enforcement action may also be taken by the COC where necessary against improper appeals, failure to comply with the new disclosure and identification requirements and/or wilfully providing inaccurate disclosures. Possible enforcement actions include the following:
70	What if the charity's fund raiser does not carry the letter from the charity containing information on the fund-raising appeal, as required under the Disclosure Regime?	(a) Prohibition, restriction, or suspension orders under s37 of Charities Act. COC will take enforcement action for appeals which have been improperly conducted or where persons involved are not fit and proper. This has a similar effect as rejecting or revoking a fund-raising permit where a permit regime is involved.
71	Will COC be conducting checks to ensure charities adhere to the revised regime (e.g. conduct spot checks)?	(b) Penalties for providing false or misleading information knowingly or recklessly under s45 of the Charities Act. COC will take enforcement action where inaccurate disclosures were provided wilfully.
72	What actions will be taken for fund raisers that are not legitimate?	(c) Penalties for failure to comply with all the new requirements (i.e. disclosure requirement and requirement on clear identification, age limit and behaviour of collectors).
		We encourage the public, including charities, to report suspicious charitable fund-raising activities to the COC. If fraud or scams are suspected, the public should file a Police report immediately. Police will investigate if there are criminal offences disclosed.
Safer Giving		
73	Will the Disclosure Regime make donors more vulnerable to scams and frauds, especially when we see scams getting more sophisticated and harder to detect? What	The Commissioner of Charities (COC) is committed to ensuring that the public's trust in Singapore's charity sector is upheld and that donors continue to have avenues to give safely to causes they support. House to house and street collections are still licensed by the Police under the House to House and Street Collections Act except for collections for the following groups which are exempted: (i) registered or exempt

S/N	Question	Answer
	measures are MCCY putting in place to minimise this risk?	charities, and (ii) those with valid permits from the COC to raise donations for foreign charitable causes. The COC will continue to regulate charities to ensure accountability and good governance.
74	How can the public be certain that they are donating to a legitimate cause?	<p>These changes aim to allow bona fide charities to fund-raise under more practical conditions, even as we put in place safeguards to protect and help donors give safely.</p> <p>Under the Disclosure Regime, charities are required by law to provide additional disclosures on their public fund-raising activities on the Charity Portal that the public can easily access to verify the legitimacy of collections. There are also SMS and hotline verification services provided by the COC. Collectors for charities will also need to carry clear identification during collections.</p>
75	What can the public do if they suspect fund-raising activities that are not legitimate?	<p>These changes have incorporated earlier feedback from the public and charities during a public consultation in May 2022.</p> <p>To avoid scams and donate with peace of mind, do observe the 3 simple steps of “Ask, Check, Give”:</p> <ul style="list-style-type: none"> ○ Ask questions such as who the beneficiary is, what their donations will be used for, and how you can receive updates about the beneficiary. ○ Check via the Charity Portal (www.charities.gov.sg) to verify if the beneficiary is a registered charity or a Fund-Raising for Foreign Charitable Purposes (FRFCP) permit holder. Under the Disclosure Regime, donors should also verify the public fund-raising appeal against details published on the Charity Portal. ○ Give with peace of mind once assured that the donations are to a genuine cause. <p>We encourage the public to report suspicious charitable fund-raising activities to the COC at mccy_charities@mccy.gov.sg. If fraud or scams are suspected, the public should file a Police report immediately. Wrongdoers will be taken to task in accordance with the law.</p>
76	What if there are fake fund-raisers impersonating a charity, or the	Donors can verify the appeals against the Charity Portal. If they are unable to verify (e.g. disclosures are not found on the Charity Portal, QR code leads to a different website other than Charity Portal), donors should

S/N	Question	Answer
	fund-raisers on the ground are unable to produce relevant documents to allow donors to verify the appeal (e.g. no letter from charity containing information on the appeal)?	call the Police or file a Police report if fraud or scams are suspected. Donors should not feel pressured to give if they have doubts or are concerned that the appeal for donations is not legitimate. Suspicious charitable fundraising activities should be reported to the Commissioner of Charities at mccy_charities@mccy.gov.sg .