

# LAUNCH OF NEW TELEPHONE SERVICE



The PGS is delighted to announce the launch of a new telephone service, designed to enable prospective donors to set up a regular Direct Debit donation to your parish **over the phone**.

## How does it work?

The service operates weekdays between 9 - 5pm.

Prospective donors can set up a regular gift to St Mary's Eaton Socon by calling the dedicated telephone line:

**0333 002 1271**

One of the PGS administrators will take you through the sign up process – this normally takes around 15 minutes. You will need to have the following information to hand:

- Personal bank account details
- The name of the parish you wish to donate to (St Mary's Eaton Socon)
- Confirm if you want to increase your gift in line with inflation each year
- Confirm if you are eligible for Gift Aid
- The PGS code for St Mary's Eaton Socon which is **320632297**

## What happens next?

Donors will receive written confirmation (by email or post) of their Direct Debit, including details of the parish they are supporting, the amount of their gift and the date of their first donation.

Please note that if you currently give to the church via standing order, we advise you to wait until receiving the confirmation letter from PGS before attempting to cancel it.

## How will St Mary's be notified of the donation?

The parish's Planned Giving representative (The Treasurer) will receive a monthly statement, detailing the names of those who have donated (unless they choose to remain anonymous) and all the gifts given through the PGS.

## What if they need to change their donation?

If donors wish to make any changes to their Direct Debit, they should notify a member of the PGS team by phone 0333 002 1260, email [info@parishgiving.org.uk](mailto:info@parishgiving.org.uk) or in writing to the address below.

Praise for the new service:

*"I found the ease of using the new telephone service very satisfactory. The whole process was efficient and only took 15 minutes. The staff were very helpful and I would thoroughly recommend this service."* **Dr Simon Thorp, Eastbourne St Saviour**