

# FREQUENTLY ASKED QUESTIONS



***How do you get my funds to the needy in times of war, disaster and other emergencies?***

Mostly by bank transfer as we have offices and sister organisations worldwide. In some instances such as Afghanistan during the war, Pakistan was used as a base.



***How long will it take to get my donation to the needy?***

Instantly in most cases! Aid is allocated & work started in advance of your payment. Only projects such as house-building, and well-digging take time. In such cases you will be sent photographs, location of project etc. on completion.



***How much of my donation will reach the poor?***

94% or more (up to 100% on selected projects) of your donation will be spent directly on the project! Any other costs will come from Gift Aid income.



***What is Gift Aid?***

All donations made by UK tax payers can be increased by approx. 28% by reclaiming the tax already

paid on that donation by the donor. Sign a Gift Aid Declaration to allow us to do this.



***Will I get a receipt?***

Yes. Receipts are generated automatically for all donations.



***If I install a tube well, or help another project can I visit it?***

Yes of course. Please contact us prior to travelling out there so that we may help in any way.



***How large is Muslim Hands, and how many people work there?***

We are one of the fastest growing charities in the UK and are already one of the largest Muslim charities in the UK.

We only employ 15 people at our Head Office, as we run our own highly developed computing systems for administration.

We are also very well developed in terms of number of projects worldwide and tens of thousands of people we serve every month.



***Who actually spend my donation in the various project countries?***

We always use local people and local aid organisations. We visit our projects regularly, for monitoring, evaluation and improvement purposes.



***Where did you get my address from?***

We source our addresses from marketing companies which search and provide addresses to us.



***I want to help the poor...how much should I give?***

Muslim Hands accepts any amount of money you would like to donate, though for card and cheque donations, we recommend a minimum of £1. Give as much or as little as you wish, but the best way to give is by donating regularly.

**THE PROPHET SAID "THE MOST BELOVED OF ACTIONS TO ALLAH, ARE THOSE WHICH ARE DONE REGULARLY, EVEN IF THEY SHOULD BE SMALL."**