

Donation Matching SunCares Frequently Asked Questions

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1. Will all my personal donations be matched?

Donations made to any community organization in SunCares will be matched up to \$2,000 per year per employee. If you make a donation outside of SunCares, you can “request a match” in SunCares and attach your donation receipt.

2. Why should I donate through SunCares?

Here are a few of the many benefits of using SunCares:

- Employees can personally donate to the charity or non-profit of their choice through payroll, credit card or PayPal
- Employees can make a one time or recurring donation
- Charitable donation receipts can be accessed in employees SunCares accounts for PayPal and credit card donations only. Charitable payroll donations will be on your T4.
- Employees can search for volunteer opportunities that interest them, or create a volunteer opportunity and invite their team/colleagues to volunteer together
- SunCares Reward dollars are provided through SunCares for various community engagement activities –reward dollars can be donated to a charity or non-profit of the employee’s choice
- Personal donations made through SunCares will be included in regional network totals and be part of Suncor’s overall community support
- Employees can customize their privacy settings when making personal donations

3. How will my privacy be protected?

Suncor has provided Benevity with only essential information to set up your SunCares account including your employee ID/ badge number, your name and your Suncor email. Suncor will not provide Benevity with any personal information. All information that you provide in your SunCares profile is at your discretion and choice, and subject to Benevity terms of use policies. You can customize your privacy settings in your profile and choose what personal information to share with organizations.

For more information please access Benevity's privacy policy found under "Privacy and Cookies" and in the "Terms of Use" in SunCares.

4. Are there fees associated with my donation?

Suncor and the Suncor Energy Foundation covers the 2.9% administrative fee associated with your donation made through SunCares.

All credit card and PayPal donations also have merchant fees. Merchant fees for credit cards are 2.4% and PayPal is 1.9%. If you make a payroll donation, 100% of your donation goes to the organization of your choice.

If your community organization of choice chooses to receive donations from SunCares by cheque, they agree to pay a manual processing fee of \$25 or 7% up to \$100/cheque to cover administration and overhead costs (e.g., cheque preparation, issuing, mailing, etc.). These manual cheque fees will apply only after a charity has received 3 manual cheques, in order to give them time to set up an electronic donation payment option.

Benevity encourages all community organizations to accept donations via electronic funds transfer to avoid the additional costs associated with create cheques. Benevity compiles all donations made to the community organization via SunCares and transfer these funds monthly.

5. How does a charity receive my donation?

When you make a donation through SunCares it is grouped together with all other donations made to the same charity. These funds are then transferred to the recipient charities in aggregated monthly disbursements – electronically whenever possible. The benefit to the organizations is instead of receiving thousands of individual checks, the receiving charities get a single payment for a month's donations, reducing their administrative overhead and processing costs.

Payments to charities are initiated for disbursement by the 21st of the month following your donation. Funds should be disbursed to charities by the end of the month:

- For example: A donation made to a charity in September will be initiated for disbursement by October 21st and the funds should be sent by October 31st.

6. If I make a donation directly to my favourite charity aren't they better off?

There are a lot of benefits to using SunCares, including simple recurring donations to the charities of your choice, the potential to make anonymous donations and engagement with your colleagues and company around Giving Opportunities. While you are always free to donate directly to your chosen causes via check or credit card, you should be aware that generally it will be more efficient and cost-effective for your charities to receive your donation through SunCares.

There are always costs incurred by charities to process funds, record donor information and prepare and distribute tax receipts. SunCares reduces these costs by aggregating donation transactions from employees and automating tax receipts and other administrative tasks. This is an industry best practice that results in more funds being directed to charity programs rather than being eaten up in administration. Remember, no matter how you donate, there are always costs incurred.

7. Are donations made outside of SunCares match eligible?

Yes! All donations to eligible community organizations are eligible for matching. If you made your donation outside of SunCares, you just need to log into your SunCares account, select "request a match" and upload a copy of your donation receipt.

8. Are the donations I've raised through fundraising activities match eligible?

Only personal donations are eligible for donation matching. The funds you've donated personally to the cause are match eligible, but funds raised by others are not match eligible unless they are also Suncor employees and chose to have their donation matched.

9. If I donate to a fundraising event, is my donation match eligible?

Yes! As long as your donation is going directly to a match eligible community organization.

10. If I donate to a GoFundMe page, is my donation match eligible?

As GoFundMe pages are not registered as non-profits or charities, donations to GoFundMe pages are not match eligible. Only donations made to eligible community organizations are match eligible.

11. Are post-secondary and humanitarian aid organizations still match eligible?

Yes! All donations to eligible community organizations are eligible for matching, including post-secondary and humanitarian aid organizations.

12. How do I make a payroll donation?

Payroll donations can be made through your SunCares account. You can select a "one time" payroll donation or a "recurring" payroll donation. For recurring donations, enter the amount you wish to donate each pay period, NOT an annual total.

Recurring donations do not have an expiry date and will continue indefinitely until changed or deleted. You can edit or delete your payroll donation at any time through SunCares.

If you've set up a recurring contribution in SunCares (from payroll, credit card or PayPal), these contributions are ongoing and no longer finish at the end of the calendar year. You don't need to set up another contribution, it's already there!

13. When will my payroll donation start?

Payroll donations begin on your next pay if you make your donation before the current pay period end date. If the donation is a recurring amount, it will continue deducting each pay period until you change or cancel it.

The annual payroll schedule can be found on the [My Life at Suncor page](#) on the Core.

14. When will my payroll donation end?

Once your payroll donation begins, it will not stop at the end of the calendar year. Instead, it will continue with Suncor's pay schedule until you edit, change or delete it.

15. How will my donation show up on my pay statement?

What you see on your pay statement will depend on whether your donation is for a registered or non-registered charity. Donations to non-registered charities are not eligible for a tax credit.

Registered Charity: DONATION TAX CREDIT

Non-registered Charity: DONATION N/TX CREDIT

16. How will my SunCares payroll donations show up on my Suncor T4 or RL-1?

The donation will appear in Box 46 of your T4 statement (Canada) and Box N of the RL-1 (US).

17. What happens if I make a mistake entering my payroll donation amount?

When you make your donation, there is an opportunity for you to review and ensure that you have not made a mistake. If you do make a mistake, you have until the payroll cut-off date (usually end of regular business on Wednesday the week prior to when you're paid) to make changes to an incorrect donation amount.

If you miss the cut-off date, then the incorrect donation amount will be deducted from your next pay. Once remitted to the charity, the donation is not refundable, so please check your pay statement promptly to ensure the accuracy of your donation. You can change or cancel any future donations on the SunCares site.

18. How do I cancel or make changes to my payroll donation?

You can cancel or make changes to your payroll donation through your SunCares account by selecting "edit donation" on your upcoming donation.

19. How long will it take for changes to appear on my pay statement?

All deduction changes will show up on the current pay statement if they are submitted by the payroll cut-off deadline. The payroll cut-off deadline is the end of regular business on Wednesday the week prior to when you're paid. The payroll schedule is available on the [My Life at Suncor page](#) on the Core.

20. Can the HR Employee Centre change my donation?

No. Changes to your donation MUST be made online via SunCares.

21. What happens to my recurring payroll donation if I need to go on leave (short-term or long-term disability, parental leave, personal leave, etc.)?

What happens to your payroll donation depends on the type of leave you are taking. Contact the Employee Centre before your departure to find out what will happen with your recurring payroll donation and any next steps that need to be taken.

22. What happens to my recurring payroll donation if my employment ends with Suncor?

The deductions will end on your final pay.

23. Who do I contact if I have questions about SunCares and making donations?

If you have questions about SunCares or making a donation you can find more information on the SunCares page on suncor.com or [the Core](#).

24. Who do I contact if I have questions about my pay statement?

If you have questions regarding your pay statement please contact the Employee Centre.

25. What happens if I don't have enough money on my bi-weekly pay to cover the donation?

If you don't have the funds available from your paycheque the donation amount will not be taken. If you have any questions or concerns, you can contact the employee centre.

26. How do I get my tax receipt for a personal donation?

Your charitable donation receipts can be found under your profile and under "My Donation Receipts". You can track all your donations (and tax receipts) in one place, so come tax season they are ready. If you make a charitable donation via payroll, your charitable tax information will be on your T4.

27. What's the difference between donating to a registered and non-registered charity?

If you donate to a Canada Revenue Agency Registered Charity you will receive a charitable tax receipt. If you donate to a non-registered charity (e.g., a non-profit organization, club or association) you may receive a general acknowledgement for your donation but you cannot claim the donation as a tax deduction.

If you are ineligible to receive a tax receipt for a donation made to an organization, the message "You will receive a donation acknowledgment for this gift, not an official tax receipt" will appear on the donation form in SunCares. If you would like to receive a tax receipt for your donation, you will have the ability to change your donation to a registered charity before submitting your donation.

28. How do I find out if I've donated to a registered or non-registered charity?

You can search the CRA website [here](#) to check the status of your selected organization. Enter the name of your chosen organization in the "charity name" field and select "registered" under

the “charity status” field. You can also view an organization’s charitable status on the organization’s cause profile in SunCares. If they are a registered charity their registered charity number is displayed.

29. What is “My Giving Account Balance”?

Your Giving Account may include two different kinds of Donation Currency you can use to make donations: My Funds and My Rewards. You will see separate headings for each when you click on your Giving Account at the top of the screen.

30. What’s the difference between My Funds and My Rewards?

‘My Funds’ is donation currency that you have deposited yourself into your Giving Account, to donate to a charity of your choice at a later date.

Contributions made to your “My Funds” account are non-refundable as there is an immediate charge to your payment method. You can donate those funds at any time and they do not expire. Donations to eligible organizations from your “My Funds” account are eligible for donation matching.

My Rewards are reward dollars provided by Suncor and the Suncor Energy Foundation to recognize employees’ engagement in their community through eligible programs. Employees can choose to donate “My Rewards” dollars to any eligible community organization of their choice. All rewards in “My Rewards” account must be donated one year after they are received.

31. How do I donate My Rewards to the youth sport team I volunteer with?

To donate SunCares “My Rewards” to a specific team, search for the organization that the sports team is registered to (i.e. for an Atom team registered within the Fort McMurray Minor Hockey Association, search for the Fort McMurray Minor Hockey Association and select it). Then click on the “Donate Now” yellow button and complete the form. When you get to the “Add your comments” section of the form, you need to specify what chapter or team to send the funds to. Also, if you want the sports organization to see who the donation is from, you will need to change the “Privacy settings” in the form to include your name when the donation is sent by Benevity to the sports organization.

Please note, specific instructions on the use of the funds are not binding for the recipient

32. Can I donate My Rewards to more than one organization?

Yes, you can distribute the rewards in your SunCares “My Rewards” account to as many eligible community organizations as you would like to support.

33. Why can’t I choose to donate from “My Funds” in SunCares?

The option to donate from your “My Funds” account will not be available or appear if the organization is not a Canadian registered charitable organization or an organization with 501 (c) (3) status in the United States or the international equivalent, or if you have \$0 in your “My Funds” account.

34. How do I donate my Suncor Milestone Service & Retirement Awards?

Canadian employees celebrating a company milestone year or retiring can choose to have the value of their Milestone Award gift donated by the Suncor Energy Foundation (SEF) to any eligible community organization of their choice. This option is outlined in the package of information sent to the Milestone Award recipient by Suncor HR.

35. How come I can't donate through payroll?

- a. If you are an employee based in the US or at the St. Clair Ethanol plant, you are not set up in SAP to donate through payroll at this time. We are working through this process with the payroll team. Students do not have access to make payroll donations, but can still make donations via credit card or PayPal.

36. What is the Canadian Online Giving Foundation?

Benevity, the company that administers SunCares on our behalf, uses the Canadian Online Giving Foundation to distribute donations made to **Canadian registered charities**.

37. What is the American Online Giving Foundation?

Benevity, the company that administers SunCares on our behalf, uses the American Online Giving Foundation to distribute donations made to **American registered charities** with 501 (c) (3) status.

38. What is the UK Online Giving Foundation?

Benevity, the company that administers SunCares on our behalf, uses the UK Online Giving Foundation to distribute donations made through SunCares to **non-profit organizations** in Canada and the U.S, as well as **ALL** international donations.