

FREQUENTLY ASKED QUESTIONS (FAQ)  
GURANO BINTANG

Q) What is Gurano Bintang Program?

A) Gurano Bintang is a program that was created with a mission to provide environmental education and good nutrition to children who live in the area around Teluk Cenderawasih, Papua and West Papua by using a boat named KM. Gurano Bintang.

Q) How can I join Gurano Bintang Program?

A) You can join this program by giving one time donation \$15 or Rp. 150.000,-

Q) Could I donate more than \$15 or Rp. 150.000,-?

A) Sure. That would really help our mission for giving an environmental education for the children who live around Teluk Cenderawasih National Park.

Q) How could I donate?

A) You can donate via online at [www.wwf.id/donate](http://www.wwf.id/donate) or by bank transfer. If you choose to donate by bank transfer, please fill the donation form then send it to [supporter-service@wwf.id](mailto:supporter-service@wwf.id) along with the proof of the transfer.

Q) Where can I get the donation form?

A) To download the donation form, please visit this link [www.wwf.id/guranobintang](http://www.wwf.id/guranobintang)

Q) How to do the payment of online donation?

A) You can donate using credit card or through ATM and Internet Banking

Q) If I choose to donate via bank transfer, where should I transfer?

A) You can transfer your donation to:

World Wide Fund

124-00-0520-697-5

Bank Mandiri KCP. Jkt Mega Kuningan

Q) What are the benefits of joining Gurano Bintang program?

A) After you donate, you will get a special tote bag gurano bintang edition and a post card.

Q) When will the package arrive?

A) The packages will be shipped within 30 days to your address after we received your donation.

Q) Should I pay for the delivery fee?

A) No, you shouldn't pay any delivery fee.

Q) How if nobody in the house is unable to receive the packages?

A) The package will be returned to the WWF office, and we will call you to confirm the second shipping.

Q) Could I take the package to the WWF office?

A) Yes, but at first you must arrange an appointment by phone at 021-5761076 or email to [supporter-service@wwf.id](mailto:supporter-service@wwf.id)

Q) Could the packages be sent outside Indonesia?

A) Gurano Bintang program is only offered in Indonesia. you have to pay additional delivery fee accordance to your country.

For further information, please contact us at:

WWF-Indonesia

Phone: 021-5761076

email: [supporter-service@wwf.id](mailto:supporter-service@wwf.id)

Donate Now!