

## FREQUENTLY ASKED QUESTIONS (FAQ)

### SAHABAT GAJAH

Q) What is Sahabat Gajah?

A) Sahabat Gajah is a part of "Sahabat Satwa" program which aims to support WWF Indonesia conservation effort to protect endangered species and their habitats. The others "Sahabat Satwa" program are 'Sahabat Orangutan' and 'Sahabat Harimau' and 'Sahabat Penyu'.

Q) How to join Sahabat Gajah program?

A) You can Join Sahabat Gajah program by giving monthly donation starting from Rp.100,000. Monthly donation will help us ensure the sustainability of our conservation work. Other way to take part in this program is by giving one time donation, starting from Rp. 750,000.

Q) How to do the payment of online donation?

A) You can donate using credit card. If you choose to donate by autodebet Mandiri, please send an email to our contact center at [supporter-service@wwf.id](mailto:supporter-service@wwf.id)

Q) What are the benefits if I join Sahabat Gajah?

A) As a part of Sahabat Gajah, you will get a supporter card that has 10% discount for WWF merchandises, Elephant push toys, e-newsletter and the Living Planet magazine every four months. One-time donation will get the package exclude the Living Planet Magazine.

Q) What does the Sahabat Program offer?

A) Currently there are 4 packages available. Sahabat Orangutan, Sahabat Harimau, Sahabat Gajah and Sahabat Penyu.

Q) Can I join other Sahabat Program after I become a member of Sahabat Gajah?

A) Yes, and you will receive 2 packages.

Q) Should I pay for delivery fee?

A) No. You shouldn't pay any delivery fee.

Q) When will the package arrive?

A) Elephant plush toys and supporter card will be shipped within 30 days after your second month of your donation. If you take one time donation, the package will be shipped within 30 days after we received your donation.

Q) What if nobody in the house is unable to receive the Package?

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

Q) Can I take the package at 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) will I get a Living Planet Magazine (LPM) together with my Package?

A) LPM is published every 4 month, you will receive the latest edition of LPM in the next shipping after you receive the donation package.

Q) Can the Package sent to the other Address?

A) Yes, but please notify us the shipping address when you do the registration.

Q) Is it possible to send the Package outside Indonesia?

A) Sahabat Gajah Program is only offered in Indonesia. You have to pay additional delivery fee accordance to your country

Q) Can I stop my donation?

A) Every single donation you donate is very valuable to ensure the sustainability of our conservation work. However, if you intend to stop your donation, please call the Contact Center at 021-5761076 or send an email to [supporter-service@wwf.id](mailto:supporter-service@wwf.id)

Q) Can I switch to another my 'Sahabat' package?

A) No, you can't change the package if your donation has been already processed. However you can get the other package by joining the other Sahabat Program.

For Further Information, please contact us at:

WWF-Indonesia

Contact center : 021-5761076

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

Help save endangered species and their habitats. Donate Now!