

FREQUENTLY ASKED QUESTIONS (FAQ)
Sahabat Orangutan (Befriending Orangutan)

Q) What is Sahabat Orangutan?

A) Sahabat Orangutan program is a part of 'Sahabat Satwa' (Befriending the Animals) program, which aims to support WWF-Indonesia conservation effort to protect endangered species and their habitats. The other 'Sahabat Satwa' program are Sahabat Harimau (Befriending Tiger) and Sahabat Gajah (Befriending Elephant) program.

Q) How to join Sahabat Orangutan?

A) You can join Sahabat Orangutan by giving monthly donation starting from \$10 or Rp. 100.000,-. Monthly donation will really help us to ensure the sustainability of our conservation work. Other way to take part in this program is by giving one time donation, starting from \$75 or 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

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

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

Q) Can I help the other species in this program?

A) Yes, there are Sahabat Harimau (Befriending Tiger), and Sahabat Gajah (Befriending Elephant).

Q) Can I join another Sahabat Satwa once I am a part of Sahabat Orangutan?

A) Yes, you also will automatically get two donation packages

Q) Should I pay for the shipping?

A) No, it is already included.

Q) When will I get the donation package?

A) Orangutan 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) How if I dont get the package?

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

Q) Can I take the package at the WWF office?

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

Q) Will I get the Living Planet Magazine at the same time with my package?

A) The Living Planet Magazine is published every 4 month, you will get the newest edition after you receive the donation package.

Q) Is that possible to send the package to a different address?

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

Q) Can the package be sent outside Indonesia?

A) Sahabat Orangutan program is only offered in Indonesia. If you want your package to be sent to another country, you have to pay additional delivery fee depends on the area.

Q) Can I stop this donation?

A) Every single donation you donate is very valuable to ensure the sustainability of our conservation work. However, if you want to stop the donation, please call the contact center at 021-5761076 or send an email to supporter-service@wwf.id

Q) Can I change my Sahabat Satwa package?

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

For more information

Contact Center WWF-Indonesia

Phone : 021-5761076

email : supporter-service@wwf.id

Help save endangered species and habitats. [Donate Now!](#)