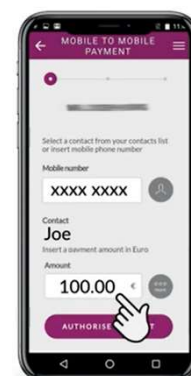


1. How can Caritas receive donations via BOV Mobile to Mobile Payment Service?

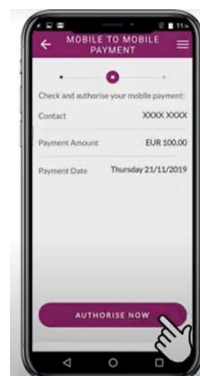
- a. You must be a BOV client
- b. Register for BOV Mobile to Mobile Payment service via BOV Internet Banking
- c. Download BOV Mobile App on your smartphone from Google Play or the App Store
- d. Make sure you are connected to internet
- e. Open the BOV Mobile App on your phone
- f. Select Mobile to Mobile Payment



- g. Insert Mobile Number (Caritas' number is 7901 1655. It is very important that this number is only used to make donations. No calls will be answered)
- h. Insert Amount
- i. Should you wish to include details of this donation, please select ... , insert details, tick send your number to contact, and click Done



- j. Press on Authorise Payment
- k. Press on Authorise Now
- l. Once authorised, you will be presented with the screen confirming the transfer with the relevant transaction details.
- m. Caritas will receive an sms and an email notification that funds have been transferred to Caritas BOV Account.



2. How much money can one donate through the BOV Mobile to Mobile Payment Service?

Donations can start from as low as €0.50, up to a maximum of €1,000.00 every twenty-four hours. This means that the maximum total amount that you can donate cannot exceed €1,000.00. Each new day starts at 00:00 hours, and any unused portion of the permitted amount cannot be carried forward to the next day.