

Sample Communications for Nonprofit Support Fees

Purpose of the Nonprofit Support Fee

The Nonprofit Support Fee exists to support the long-term sustainability of the platform and the nonprofits it serves.

Specifically, the fee helps fund:

- Nonprofit verification and due diligence
- Secure payment processing and fraud prevention
- Grant administration and disbursement
- Platform development and maintenance
- Customer support for employees, companies, and nonprofits

This ensures donations are handled responsibly and that the giving experience remains seamless and transparent.

Why are there fees?

Every workplace giving platform charges fees in some form. Percent Pledge intentionally delayed introducing a nonprofit support fee for as long as possible.

As the platform has scaled, this change allows Percent Pledge to:

- Sustain increased transaction volume
- Maintain high service levels for nonprofits and companies
- Continue investing in platform improvements
- Support a growing, global nonprofit network

This update helps ensure the program remains viable and effective for the long term.

How fees work for employees

During the donation process, employees will see:

- Their donation amount
- Any applicable fees
- Whether the company is covering fees or allowing employees to opt to cover or not cover the fees themselves

There are no hidden fees. All amounts are shown clearly before a donation is completed.

Employee Announcement – Sample Language

Subject: Update to Our Workplace Giving Platform

Hi Team,

We're sharing a small update to our workplace giving platform. Percent Pledge is introducing a Nonprofit Support Fee to help sustain the services that support secure, transparent, and impactful giving.

You'll see this fee clearly displayed during the donation process. You will have the option to cover the fee or opt out.

Thank you for continuing to support the causes that matter most to you.

Please reach out to [internal contact] or help@percentpledge.org with any questions.

Kindly,

Slack or Messaging Platform

@channel Quick update on our giving platform: Percent Pledge is introducing a Nonprofit Support Fee to support secure and sustainable giving. Fees will be clearly shown at checkout and you will have the option to cover or opt out of covering the fees..

Talking Points for Chief Do Gooders

1. Percent Pledge is introducing a Nonprofit Support Fee to support platform sustainability
2. Fees help fund nonprofit verification, secure payments, and grant processing
3. All fees are clearly displayed before donations are completed
4. Employees will have transparency and choice during checkout
5. Our goal is to continue offering a reliable and impactful giving experience