



Constantine
African Foundation



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Subject: Request for Special Discount Rates and Security Information for Constantine African Foundation.

Dear Sales Representative Team,

I hope this email finds you well. My name is George Constantin and I am the Founder of Constantine African Foundation, a non-governmental organization based in Uganda. We are dedicated to making a positive impact on the lives of underprivileged communities in Africa. Currently, we are considering to use Stripe as our payment gateway to accept donations from our supporters globally.

As our organization continues to grow, we would like to explore the possibility of obtaining special discount rates for transactions made through Visa and MasterCard to our bank account via SWIFT or IBAN through Stanbic Bank Uganda. The transactions would fall into the following categories:

1. Donation amounts from **\$10 to \$1,000**: We kindly request a discount rate of **X%** for these transactions.
2. Donation amounts from **\$1,001 to \$10,000**: We would greatly appreciate a discount rate of **Y%** for these transactions.
3. Donation amounts from **\$10,001 to \$100,000**: We humbly request a discount rate of **Z%** for these transactions.
4. Donation amounts exceeding **\$100,001**: We earnestly seek a discount rate of **A%** for these transactions.

In addition to discussing the discount rates, we want to ensure the security and privacy of our donors' personal and financial information. To that end, we would like to know the following:

Security Protocols for Donor Information Protection:

- a- What is your organization's policy on data privacy and security?
- b- What steps do you take to protect our donors' personal information from unauthorized access, use, disclosure, alteration, or destruction?
- c- What security measures are in place to protect our donors' personal information when it is stored on your servers?

Encryption Methods for Donor Financial Information:

- a- What type of encryption is used to protect our donors' financial information during internet transmission?
- b- What type of encryption is used to protect our donors' financial information when it is stored on your servers?

Anti-Fraud Measures:

- a- What type of fraud detection software does you use?
- b- What steps do you take to investigate and prevent fraudulent transactions?

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Guarantee against Fraudulent Transactions:

- a- What is your organization's policy on refunding fraudulent donations?
- b- What steps do you take to verify the legitimacy of donations before they are processed?

Most Importantly, 3D Secure (3DS) Authentication:

We seek your confirmation regarding the implementation of 3D Secure (3DS) authentication for online transactions. This added layer of protection ensures that every online purchase requires a two-step authentication process, thereby guaranteeing that NO payments will be authorized without the explicit consent of the cardholder. This measure significantly mitigates the risk of fraudulent activity and offers robust protection for our organization and its donors.

Given recent instances where donors have reported compromised Visa or MasterCard details after several hours, days, or even months, we seek your assurance that all transactions processed on our behalf are conducted under the 3D Secure authentication framework.

Transparency and Additional Information:

As an organization that values transparency, we would appreciate a detailed response outlining the necessary steps and precautions **we should take to protect our NGO's financial transactions.** Furthermore, any additional information you can provide regarding the overall banking services and support offered to NGOs would be highly appreciated.

We believe that this collaboration has the potential to make a profound impact on the lives of countless individuals in Africa, and we sincerely hope for your support in our endeavors. We are grateful for your consideration and eagerly await your response.

Thank you for your time and assistance

Warm regards,

George Constantin
Founder, Constantine African Foundation



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