**What is this charity website all about?**  
It is an online platform that enables Organisations to fund their programs as well as individuals to fund their medical expenses, creative projects and personal projects. Alternatively, it allows you to donate to a cause you support.

**What do I need to start?**

You have to create an account which takes less than 5 mins!   
Click on the Login/signup button and then:

Enter Your personal details, including your name, phone number and email.

After that, fill form according to your requirements add details about your problem, including a title, images, a story name of the person and the amount needed.

Add supporting documents like the patients’ medical reports, doctor’s letter, medical bills, PAN, Aadhar details etc.

**What if my amount doesn’t reach its goal amount?**

No problem! We follow a flexible model where you can keep what you’ve raised.

**What is 0% platform fee model?**

Through the 0% platform Fee, we at Charity app waive off our platform fees, so that you can receive maximum funds for the cause, you don’t pay anything.

**How does funds are collected during emergencies?**

We understand that many needy people, especially medical causes, cannot wait until the full amount collected and often need to make payments to hospitals in parts.   
Unlike many platforms, on Charity website, you can request for partial or full fund withdrawal.  
Go to your dashboard, click on “Withdraw Funds”, enter the amount you wish to withdraw and upload the documents required (bank details and scanned copies of PAN and Aadhar cards).

**How long does it take to receive funds?**

Fund transfers usually take 3-5 working days for domestic funds and 7-10 working days for international funds after the request has been made. In case of emergencies or if the above-mentioned time period has passed, get in touch with us at info@charityapp.com and we will revert at the earliest. You can also call us