



[FY24 Community Connections Campaign \(CCC\)](#)

[Frequently Asked Questions \(FAQs\) for World Bank Group \(WBG\) Retirees](#)

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Campaign Information

1. What is the Community Connections Campaign (CCC)?

The CCC is the World Bank Group's annual workplace giving program. Through the CCC, WBG colleagues can make donations to a list of participating organizations and have their gifts doubled by the World Bank Group. The CCC supports over 400 nonprofit organizations, including global NGOs and local nonprofits in the Washington, DC region and many communities where the WBG has country offices.

2. When is the FY24 Community Connections Campaign?

The Campaign will run from November 1 through December 14, 2023 (22:00 UTC/5:00 pm ET).

3. What was the total amount raised in last year's Campaign?

Over \$6.2 million were donated on eGive by staff and retirees, with a record participation of 79% of global staff and the highest number of donors to date. Adding the 100% match from the World Bank Group, more than \$12 million was put into the community by staff and retirees!

Log-In/New Platform

4. How can a WBG retiree access the CCC platform?

All retirees can access the CCC using their credentials for the Retiree Portal. To access the Retiree Portal, go to <https://pension.worldbank.org> and utilize the email account/password registered with the Pension Administration to sign in. Once on the pension webpage, click on the Retiree Portal button. Once on the Retiree Portal, click on the Donation Matching page.

If this is your first time accessing the CCC platform, you will be asked to provide your consent to share your email address to set up your account to donate. After you have saved your consent, you will see a blue Donate Now button. After 24 hours, clicking the Donate Now button will take you directly to the CCC platform.

If you have previously accessed the CCC platform via the Retiree Portal, you will be able to click the Donate Now button immediately to take you directly to the CCC platform.

Please make sure to access the platform at least 48h before the end of the campaign (December 14, 2023 - 22:00 UTC/5:00 pm ET). This will allow for first-time users' consent to be processed after 24h, and for our team to have the time to troubleshoot possible issues that you may experience.

5. What internet browser should I use?

The login process works best when Google Chrome is used.

6. Why is the CCC hosted on an external site?

The former CCC system was built just for headquarters almost 20 years ago and could not allow everyone around the world to participate. In addition, even at headquarters, retirees, staff and consultants have requested additional methods of giving. The new platform allows every staff member, consultant, and retiree worldwide to be included in the CCC program. It also allows for giving by credit card and PayPal.

7. Why do I need to provide my consent on the Retiree Portal?

To create your unique profile to enable you to donate, Community Connections needs to submit your email address to the external vendor that hosts the CCC platform, Benevity. For data privacy reasons, Community Connections needs your permission to do so. If you do not provide your consent, your email address will not be shared, and you will not have access to the CCC.

8. Why do I have to wait 24 hours after providing consent before I can donate for the first time?

The World Bank Group updates any account changes/creations once per day through an automated process. This enables us to efficiently process accounts for over 25,000 staff, consultant, and retiree

users. You only need to provide consent once, so this 24-hour waiting period only applies to first-time donors.

9. Do I need to remember a username and password?

With the shared log-in process with the Retiree Portal, you will no longer need to remember a username or password for the CCC. You will log in with the same details you use to access the Retiree Portal using your personal email address.

10. I donated to the CCC via the Retiree Portal last year. Do I still need to provide my consent?

No. If you have already provided consent for your email address to be shared with Benevity through a prior campaign, you will not have to do so again. You will be able to immediately log in to the CCC platform via the Retiree portal.

Charitable Organizations

11. Can retirees nominate organizations to be considered for the CCC list?

Retirees are welcome and encouraged to nominate organizations to be considered for the CCC list; however, please note that the list for the FY24 CCC is already closed. If you wish to nominate an organization for the next FY25 CCC, please see CCC Organization Criteria and Nominations Process under Quick Links on the CCC platform dashboard.

12. How do I search for specific CCC organizations? Where can I find the list of the FY24 eligible CCC organizations?

You can search for specific organizations using the search bar on the homepage. You can also click the **+Donate Now** button and then browse by topic area.

The list of FY24 CCC organizations are posted in the Explore and Quick Links sections. The HQ and Country Office CCC Organization booklet provides the unique Employer Identification Numbers (EINs) for all US-based NGOs (local Washington, DC organizations and global organizations). If you have a specific organization in mind, we encourage you to search by the organization's EIN to quickly find the organization.

13. Can I give to NGOs that are part of a country office's local CCC?

Yes, you may give to any NGO that is part of the CCC, regardless if it's part of the HQ list or a country office's list. A list of Country Office organizations is now also available on the FY24 Organizations Booklet. Please note that giving to non-US NGOs usually does not allow for a U.S. tax deduction.

Donating

14. How do I make my CCC donation through the platform?

Below are step-by-step instructions for donating:

To start your donation, search for your preferred organization in the [Find Causes...](#) search bar.

Select an organization by clicking the red **+Donate Now** button. You will then be prompted to input your Donation Amount, Donation Frequency (one-time or recurring on a monthly basis), and preferred Payment Method (credit card or PayPal). The Estimated Match will appear automatically.

Next, click the [Confirm Donation](#) button, which will take you to a donation summary page. If correct, click the [Submit](#) button, which will take you to your payment page.

Input your payment information, and finally, the last very important step, click the [Submit Your Donation](#) button to complete your donation for that organization. You will be sent an automated email confirming your donation amount.

Please note that you will need to perform all these steps for EACH of your donations to your selected organizations. Also, please note that there is an extra step involved in making an “external donation.” (See external match FAQ below, which covers donations using checks, stocks, and donor-advised-funds).

Your total FY24 CCC donation details will be automatically calculated and updated in your Profile.

15. Which methods of CCC donations are available to retirees?

Any donor – including retirees – can make CCC donations via [credit card](#) and [PayPal](#) to their selected organizations. Such donations will automatically be matched by the WBG. Payments can be made on a one-time only or on a recurring monthly basis.

Donors – including retirees – can also still make their donations via a [personal check](#), a [personal charitable trust](#), or other [personal donor-advised-fund \(DAF\)](#). And you can still make donations of [personally held stocks and bonds](#). These kinds of donations are considered to be “[external donations](#).” (See external match FAQ #23).

16. Is there a limit on the number of CCC organizations that I can designate?

No. You can support as many CCC organizations as you would like.

17. What currency is my donation recorded in?

All donations to the CCC are recorded in the system as USD\$.

18. How do I view my donation totals and donation history?

Go to the “My Profile” dropdown underneath your account name in the upper right corner of the webpage. Once you’re in your profile, go to “Giving” and select “Donation History” and “Donation Receipts” to view your past donations to organizations.

19. How much is the WBG corporate match for the FY24 CCC? How do I request a corporate match?

The corporate match for the FY24 CCC is 100% -- starting on Day One of the campaign!

The WBG corporate match will automatically be calculated and applied for all eligible organizations for donations made via credit card and PayPal, up to the donor’s annual maximum limit of \$20,000. For external donations done via check, stock, or donor-advised-fund, the corporate match must be requested separately for each organization. (See external match FAQ #23).

20. Is there a limit on my total CCC donations and/or corporate match requests for the FY24 CCC?

While with the new platform, there is now no limit to the number of CCC organizations you can support, for the FY24 CCC, the WBG has capped the annual corporate match at \$20,000 per donor.

21. Can I opt for recurring payments from my credit card or PayPal accounts? Will future recurrent payments be eligible for a WBG corporate matching contribution?

Yes, you can spread out your donation payments by opting for recurring charges to your credit card and PayPal accounts on a monthly basis. Please note, however, that only recurring payments that happen in the campaign dates will be matched by the WBG – and only up to the maximum limit of \$20,000 per donor. Recurring payments that happen outside the campaign dates will NOT be matched -- but they will still go through the system to your intended organization(s). Recurring charges will continue until October of next year, at which point they will automatically be canceled before a new CCC launches.

22. If donating via credit card or PayPal, will a transaction fee be applied? If so, how will that be handled – i.e., who will cover that cost?

Transaction fees will be deducted automatically from your donation by Benevity to cover the charging agency’s (credit card company or PayPal) merchant fees before going to the organization. These costs are on average around 2.5%. The World Bank Group generously covers all the administrative costs and other processing fees of the Campaign.

23. What are “external donations?” Are they eligible for the corporate match? How can I arrange a request for the corporate match for such donations?

The CCC platform allows for donations made via personal checks, personal donor-advised-fund (DAF), or charitable trust checks – as well as via personally held stocks and bonds donations. These kinds of

donations are considered, however, to be “external donations” because they are made outside the CCC platform directly to the organizations themselves. Unlike previous CCCs, such donations go directly to the CCC organizations you choose, not via the World Bank Community Connections Fund. We must therefore receive proof that the donations have been made, and that they have happened during the FY24 campaign period – i.e., between November 1 and December 14, 2023. Because arranging and receiving receipts/acknowledgments of donations might take you some time, it is HIGHLY recommended that you start your external donation AS EARLY AS POSSIBLE. Proofs of such donations must be uploaded to the CCC Benevity site by December 14 latest.

You will then need to request a WBG matching contribution separately for the external donations. Requesting the corporate match is actually quite simple! The following provides information about this extra step to arrange corporate match requests for donations effected via each of these methods:

A. How can I make my CCC donation payment via a personal check?

Please first make your donation via personal check directly to your CCC organization of choice. You should then receive a tax receipt or other acknowledgment of your donation directly from the organization. Next, to request a corporate match for this donation, locate the particular organization in the CCC platform. Click on the organization’s name, and on its profile page, click on the green **+Request Match** button. Complete the remainder of the form and upload your donation receipt from the organization. Finally, click the Submit Your Donation button, which will place your match request form in a queue for approval by the CCC administrator. Please note that the name on the receipt must match your name. If approved, your requested match will be disbursed directly to the organization the month following its approval.

B. Can I use my donor-advised fund (DAF), charitable trust, or IRA for my CCC donation?

Yes. First, please follow whatever procedures are required for charitable donations to nonprofit organizations by your personal DAF, charitable trust, or IRA. Then, you will receive receipts or other acknowledgments of donations from the organizations themselves and/or from your DAF, charitable trust, or IRA. To request a corporate match, first locate the organization in the CCC platform. Click on the organization’s name, and on its profile page, click on the green **+Request Match** button. Complete the remainder of the form and upload your donation acknowledgment and/or receipt from your DAF/charitable trust/IRA and/or from the organization itself. Finally, click the Submit Your Donation button, which will place your match request form in the queue for approval by the CCC administrator. Please note that the name on the DAF/charitable trust/IRA or organization receipt must match your name. If approved, your requested match will be disbursed directly to the organization the month following its approval.

C. How can I donate my personal stocks to my designated CCC organization(s)?

Please follow whatever procedures your brokerage firm requires to make gifts to charitable organizations via your personally held stocks or bonds. Your broker will be able to advise you on the procedures. When donating shares of stocks or bonds directly to an organization, your broker will need to know the brokerage account details for the organization to which you wish to transfer your stocks. You may wish instead to sell your stocks/bonds and arrange for the sales proceeds to be gifted to the organization.

Regardless of which scenario, you should obtain from the recipient organization and/or your broker (a) proof of your stocks/bonds donation which indicates the value of the stocks/bonds on

the date transferred; or (b) proof of the final value of the donated stocks/bonds sales proceeds on the date sold and then donated. Then, requesting a corresponding corporate match is simple. First, locate the organization in the CCC platform. Click on the organization's name, and on its profile page, click on the green **+Request Match** button. Complete the remainder of the form and upload your donation acknowledgment and/or receipt from your brokerage firm and/or the CCC organization itself. Please note that the name on the receipt must match your name. Finally, click the Submit Your Donation button, which will place your match request form in the queue for approval by the CCC administrator. If approved, your requested match will be disbursed directly to the organization the month following its approval.

24. What will happen if my proofs of external donations do not get arranged by the end of the campaign (December 14)?

If proof of external donation has not been uploaded by December 14 (22:00 UTC/5:00 pm ET), the donation will unfortunately NOT be eligible for a corporate matching contribution.

25. How and when will I receive a tax receipt/letter for my CCC donation?

We cannot provide tax advice, and you should check with your own tax advisor as to the tax deductibility of your CCC donations. We can share that CCC gifts that were tax deductible in the past will continue to be so and that you will receive a tax receipt for them. Gifts to non-U.S. charities, however, might not be tax deductible. Contributions arranged via external donations can also still be tax deductible; however, you will receive your tax receipt directly from the organizations themselves, not from the CCC.

If you made your donation via credit card or PayPal, which means your payment is direct and effected in real-time, you will automatically and immediately receive an Official Receipt for Income Tax Purposes (or a confirmation if the gift is not eligible for tax deduction) upon making your donation in the CCC system. Your tax receipt/confirmation will arrive via your email, and it can also be found posted under My Profile under Giving, Donation Receipts in your Dashboard.

Please note that your tax receipt will be from either the American Online Giving Foundation (AOGF) or the United Kingdom Online Giving Foundation (UKOGF), depending on the location of the organizations you have supported. For organizations based in the United States, your receipt will be from the AOGF; for organizations based outside the United States, your receipt will come from the UKOGF. These two foundations are public charities which are acting as "receipting charities" to process and disburse CCC donations made through the online giving site.

Your tax receipt/confirmation will include an appendix that lists each of the eligible CCC organizations that you have supported through one-time or recurring donations via your credit card or PayPal account. This list will also indicate which of your donations were awarded a corporate matching contribution. Please note, however, that this appendix is not an official tax receipt because corporate matches are not tax deductible.

Questions/Feedback

26. How can I get answers to further questions about participating in the FY24 CCC?

- For Login related questions, call the WBG IT help desk at 1-202-473-2121 or email 32121@worldbank.org and ask for help with the *Azure* login to Pension Portal.
- For Pension Portal related questions, contact the Pension Helpdesk at 1-202-458-2977 or 1pension@worldbank.org.
- For CCC or Benevity related questions, contact the CCC at comoutreach@worldbank.org and include your UPI in your message.

27. How can I share my feedback with the CCC team?

Please click on [this link](#) to share any feedback you may have about the CCC.