

## **FAQs - MUCHLOVED**

### **HOW LONG DOES IT TAKE TO CREATE MY TRIBUTE PAGE**

It takes just a few minutes to set up your tribute page in memory of your loved one.

### **WHAT CAN I ADD TO MY TRIBUTE PAGE?**

Your MuchLoved tribute page has many options to share moments of your loved one, such as photographs, music, videos, stories and also lighting a tribute candle and much more.

### **WHAT PHOTO, VIDEO AND MUSIC FILE FORMATS ARE ACCEPTED?**

Photos need to be either .jpg .png or .gif format

Music needs to be the main .mp3 format

Video needs to be .avi .mpeg .mpg .mp4 .mov .wmv .mv4 or .flv or .3gp

### **CAN I LINK THE TRIBUTE TO FACEBOOK OR OTHER SOCIAL NETWORKS?**

Yes, you can easily link your Tribute site to social networks whenever you want, for instance when you post a message, add a picture or light a candle. As some people do not want to use or share on social networks, it is also simple to turn off the social network sharing facility in your Settings.

### **IS THERE A COST TO SET UP MY MUCHLOVED TRIBUTE PAGE?**

No, it is completely free to set up a MuchLoved tribute page.

### **WHAT IS THE PROCESSING FEE FOR DONATIONS?**

MuchLoved deduct a 3.2% transaction fee which includes all development and administration of the donation processing service as well as the full Gift Aid reclaim process. This enables MuchLoved to run and support the

donation facility on a not-for-profit basis, with their transaction fee considerably cheaper than that of other suppliers. There is also a 1.3% payment card fee deducted by the card processor, which is the same as for any other online transaction. There is no other fee or deduction.

### **HOW DOES MYTON RECEIVE THE DONATIONS?**

MuchLoved will automatically send any donations gifted in memory of your loved one on your tribute page to Myton's bank account on a monthly basis so you do not need to worry about getting the donations to us. This process continues on an ongoing basis, so that you can continue to collect donations and fundraise for as long as you want in memory of your loved one.

### **HOW LONG DOES MY TRIBUTE PAGE LAST FOR?**

Your Tribute will last as long as you would like. Some people choose to set up their tributes to raise donations in lieu of flowers in memory of their loved ones and many choose to keep their tribute going so they can continue to share memories and photos, and remember their loved one on special occasions such as birthdays and anniversaries.

### **WHERE CAN I GET HELP IF I GET STUCK?**

There are help files that will guide you through the creation process, but if you are still unsure about anything, please do not hesitate to contact our In Memory team via email: [inmemory@mytonhospice.org](mailto:inmemory@mytonhospice.org) or by calling 01926 838 830, and we will gladly help with any questions or queries you may have.