

Information Sheet

Pareto Phone

76 Brunswick Street,

Fortitude Valley, Brisbane,

Queensland, 4006

- a) Pareto Phone is here to help non-profit organisations raise more money via the best telephone fundraising possible. We use advanced technology to ensure that we speak to more supporters more of the time and that data integrity is maintained, kept private and discrete according to privacy and PCI DSS requirements. We have an excellent and unparalleled understanding of data which we use to determine what works and what doesn't, so you can spend your budget wisely. Our calls are supporter-focused, but our service and delivery to you is absolutely client-focused. We know how important it is to ensure we manage phone campaigns to minimise the internal resources used by our clients. Our clients know our calls are simply of top quality. Our conversations are passionate, genuine and inspiring. They leave the supporter or prospect feeling warmer about your organisation's service provision and approach to fundraising than they did before the call, regardless of the financial outcome.
- b) Pareto Phone operates outbound calls between the hours of 11.00am and 8.00pm Monday to Friday. Pareto Phone also operates on Saturdays between the hours of 11.00am and 4.00pm.
- c) Where required, Pareto Phone has the ability if requested to provide a receipt for funds collected with a value greater than \$2.
- d) Where required, Pareto Phone can provide specific Charity contact details to supporters who request for written confirmation or ability to cease an ongoing collection agreement to that Charity.
- e) Where requested, Pareto Phone can provide a summary or in full documents which relate to the company's Health and Safety policy. This policy will also include details of extreme weather policy. These requests can be made in writing to the previously stated contact details above.
- f) Where requested, Pareto Phone can provide a summary or in full; documents which relate to the company's underage collection policy. This policy ensures all monies collected are from persons 18 years or older. Full details of this policy can be requested in writing to the previously stated contact details above.