



16th March 2020

Dear PGS Member Diocese,

Firstly, we hope you and your colleagues are well. I want to share with you the Coronavirus contingency measures the Parish Giving Scheme are putting in place to continue to support giving to parishes in your diocese. We have put precautions in place in the event that circumstances are such that the PGS Team are forced to operate remotely and the PGS Office is closed. The PGS team intend to continue working in the PGS offices for as long as possible, so for now it is **business as usual**.

However, should a situation arise and we are required to close the PGS Office, the PGS Team have the ability to operate remotely in a secure private cloud environment.

Therefore, please be assured that:

- All existing regular gift instructions will be claimed and returned to your parish bank account as you would normally expect on the 10th of the month.
- PGS will continue to submit the monthly Gift Aid claim to HMRC for all existing eligible donors.
- As with our existing practise, once the PGS receives the Gift Aid payment from HMRC we will pass the payment directly to your parish bank account
- The PGS will be able to administer changes to existing donations.
- The PGS team will be monitoring the email inbox and managing telephone calls.

Please note, that in the event of remote operation, the PGS **will not** be receiving postal deliveries or collections and will therefore be unable to:

- Process any new gift forms
- Administer any changes to existing donations communicated to us by post
- Issue any written communications that would normally be sent by post including postal statements and thank you letters.

A version of this communication will be sent to all Statement Receivers straight after this communication is sent to you. Please can we ask that you advise parishes to help their donors by encouraging them to contact the PGS for parish or gift administration requests **preferably by email** info@parishgiving.org.uk as this will be the most efficient line of communication during remote operation.

Rest assured we will be providing you with further updates as the situation evolves.

Finally, it would be remiss of me not to mention our deep gratitude for your continuing support through investment towards strengthening our IT infrastructure. By the Grace of God, our transition to a Secure Private Cloud based infrastructure just three weeks ago has secured business continuity at this challenging time#. Facing this degree of challenge in our previous setting would have been devastating. THANK YOU.

On behalf of the whole PGS team, we wish you well in these uncertain times.

Yours faithfully

Helen Richardson
Chief Executive