

## FREQUENTLY ASKED QUESTIONS (FAQ) SAHABAT HARIMAU

### Q) What is Sahabat Harimau?

A) Sahabat Harimau is a part of “Sahabat Satwa” program which aims to support WWF Indonesia conservation effort to protect endangered species and their habitats. The others “Sahabat Satwa” program are ‘Sahabat Orangutan’ and ‘Sahabat Gajah’.

### Q) How to join Sahabat Harimau program?

A) You can Join Sahabat Harimau program by giving monthly donation starting from Rp.100,000. Monthly donation will help us ensure the sustainability of our conservation work. Other way to take part in this program is by giving one time donation, starting from Rp. 750,000.

### Q) How to give my donation?

A) You can make a donation through several methods, bellow :

- Auto Debit Credit Card with VISA/MASTER/AMEX.
- Auto Debit with savings account Mandiri/BCA.
- Transfer to BCA account : 217-3012870 a/n YAY WWF INDONESIA.
- Online through [www.wwf.or.id/donate](http://www.wwf.or.id/donate).

### Q) What are the benefits as Sahabat Harimau?

A) You will get a **Supporter Card** which also can be used to get 10% discount of WWF Merchandise, Harimau plush toys, monthly e-newsletter and Living Planet Magazine 3 times a year as long as your donation status is active. One time donation supporter will get the package **exclude** the Living Planet Magazine.

### Q) What does the Sahabat Program offer?

A) Currently there are 3 packages available. [Sahabat Harimau](#), [Sahabat Gajah](#) and [Sahabat Orangutan](#)

### Q) Can I join other Sahabat Program after I become a member of Sahabat Harimau?

A) Yes, you can also join another program of Sahabat ([Sahabat Orangutan](#) or [Sahabat Gajah](#))

### Q) Should I pay for delivery fee?

A) No. You shouldn't pay any delivery fee.

### Q) When will the package arrive?

A) Supporter Card will be shipped in 30 days after first deduction. Plush Toys will be shipped after your second month of your donation.

### Q) What if nobody in the house is unable to receive the Package?

A) The Package will be returned to WWF and we will call you to confirm the second shipping.

### Q) Can I take the package at WWF Office?

A) Yes, but at first you must arrange an appointment by phone at 021-5761076 or email to [supporter-service@wwf.or.id](mailto:supporter-service@wwf.or.id)

**Q) will I get a Living Planet Magazine (LPM) together with my Package?**

A) LPM is published every 4 month, you will receive the latest edition of LPM in the next shipping after you receive the donation package.

**Q) Can the Package sent to the other Address?**

A) Yes, but please notify us the shipping address when you do the registration.

**Q) Is it possible to send the Package outside Indonesia?**

A) Sahabat Harimau Program is only offered in Indonesia. You have to pay additional delivery fee accordance to your country.

**Q) Can I stop my donation?**

A) Every single donation you donate is very valuable to ensure the sustainability of our conservation work. However, if you intend to stop your donation, please call the Contact Center at 021-5761076 or send an email to [supporter-service@wwf.or.id](mailto:supporter-service@wwf.or.id)

**Q) Can I switch to another my 'Sahabat' package?**

A) No, you can't change the package if your donation has been already processed. However you can get the other package by joining the other Sahabat Program.

**For Further Information, please contact us at:**

WWF-Indonesia

Contact center : 021-5761076

email: [supporter-service@wwf.or.id](mailto:supporter-service@wwf.or.id)

Help save endangered species and their habitats. [Donate Now!](#)