



How to donate to Love Cares and the Fundación Riocanes

Dear donor,

we are so happy that you want to make a donation to Love Cares in order to support the animal shelter Fundación Riocanes in Colombia.

Sending money to Colombia is not always an easy task. Therefore, we have created this guide to help you choose the best method to donate in such way that the shelter and its dogs benefit most from it. (Further information on why this is so complicated can be found at the end of this guide).

Bank Account in the Eurozone

If your bank account is located in the Eurozone, please simply transfer to the following account:

Name: Love Cares - Patricia Petrovsky
Bank: Bank Austria
IBAN: AT881200010020442454
BIC: BKAUATWWXXX

We will take care of the rest and send the money in the most efficient and cost-saving way to the Fundación Riocanes.

Bank Account in Colombia

Please transfer money directly to the Fundación Riocanes:

Name: Gloria Sierra cc 22439909
Banco Colombia account 526-000239-18

Bank Account in all other countries

There are a number of international money transfer service companies, such as Western Union, Money Gram, Transferwise. You are free to choose the service provider.

Please make your donation out to:

Receiver: Gloria Sierra Barros

She is the owner of the Shelter "Fundación Riocanes", which Love Cares supports.

IMPORTANT: Please make sure to send us the transfer tracking number once the transaction is complete. Else, the Fundación Riocanes will not be able to pick up the money and your donation cannot be used.

We have had good experience with Western Union, therefore we have chosen to provide a step-by-step guide on how to transfer money using Western Union:

Western Union: Step-by-step guide for money transfer:

1. Go to <https://www.westernunion.com/>
2. Choose Send Money
3. Select Colombia as Receiver's country

Send Money Online

Select your receiver's country:

 Send to
Colombia

4. Enter the amount you want to donate

Send Money Online

Select your receiver's country:

 Send to
Colombia



Send amount 100.00	USD	⇌	Receive amount 299200.00	COP
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① Send up to 5,000.00 USD

1.00 USD = 2991.9958 Colombian Peso (COP)²

5. Under "How does your receiver want the money?" choose Cash Pickup




How does your receiver want the money?

 Cash pick up ⁶	 Bank account
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6. Choose your preferred payment method

How would you like to pay?³¹

Pay online Pay in store (📍 near you) - In minutes¹

 Debit Card In minutes ¹ Fee ² 8.00 USD	 Credit Card ¹ In minutes ¹ Fee ² 10.00 USD	 Bank account 4 Business days ¹ Fee ² 9.00 USD
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- 7. Click Continue
- 8. Add a Receiver


Receiver's Information

Know your receiver. After your money has been picked up, it can't be refunded.

- Enter your receiver's name exactly as it appears on their ID.

 Add Receiver >

- 9. Enter **Gloria Sierra Barros** as Receiver (She is the owner of the Shelter “Fundación Riocanes”, which Love Cares supports).



 Add Receiver v



Receiver's first name Gloria ✓	Receiver's paternal name Sierra Barros ✓
If your receiver's government-issued ID included a maternal last name, please enter it here.	Receiver's maternal name (optional)
Email address (optional)	
Code 57 (CO) v	Phone number (optional)
Purpose of transaction	
Choose Charity/Aid payment v	
Source of funds	
Choose v	


[Continue](#)

- 10. Click Continue
- 11. Add your payment information

Payment Information

 Add new card 

 Card number 
Please enter your card number.

MM/YYYY CVV 

[Continue](#)

[Cancel](#)


12. Click Continue
13. You are now able to review the information provided
14. Check the box to agree to Western Union Terms of Service and Online privacy statement.
15. Click Accept

I agree to the Western Union [Terms of service](#) and [Online privacy statement](#). I confirm that I'm not sending this transaction on behalf of another person.

[Accept](#)

IMPORTANT

Once the transaction is completed, please provide us with the Tracking Number. Without this number, Gloria will not be able to pick up the money from Western Union.

 27/04/2018 Complete
Gloria Sierra Barros 100.00 EUR

Tracking # (MTCN): 015 103 7291 [Hide details](#) | [Edit & resend](#)

Payment	Summary
Credit/Debit card ending in X80007	Transfer amount 100.00 EUR
	Transfer fee + 4.90 EUR
	Total 104.90 EUR
Delivery	Exchange rate 1.00 EUR = 3261.5302 COP
Cash at agent location	Total to receiver 326154.00 COP
Money available: In minutes	

Thank you and please know that your help is very much appreciated!

Why does it have to be so complicated?

We are sorry for the inconvenience. Love Cares is a small organization and we are working on improving our processes in order to receive funds more easily.

The main reason why we are providing you with the above options is that transfer fees can get pretty high when sending money to Colombia. We had to learn this lesson ourselves: We transferred money via direct bank transfer from our Austrian bank account to Colombia. When Gloria went to pick up the donation, she only received 50 % of what we sent. The other 50 % were charged for transfer fees. We couldn't believe it! So, we have learnt our lesson and ever since we are using services such as Western Union or Money Gram.

Love Cares and the Fundación Riocanes are possible because of people like you!

Should you have any questions about the money transfer, the shelter, our work, please feel free to contact us.

Best regards,

Love Cares

www.lovecaresanimalrescue.org



Gloria and her dogs are so happy about your support!