

Dear FINZ members, stakeholders, friends and wider community,

We know a lot of our members are very worried about this issue and we have been front footing this since Kiwibank announced their decision to go cheque free over 18 months ago.

With news that all other major banks are now following suit from May 2021 we are wanting to work with our members to ensure we all have the tools and resources to deal with this cessation.

We are very pleased to announce that we have received a \$30,000 grant from the Lottery National Community fund to help our members as they transition donors from cheques. The funding Committee noted that our request demonstrated community benefit and alignment to the committee priorities.

We are prioritising the following initiatives to assist members.

1. Transition.

- a. The establishment of a Resource Hub on the FINZ site to help members with their transition plans . This hub will include donor communications exemplars, transition plans, Impact data and with charities own research and insight.
- b. Looking to work alongside other agencies, utility providers and banks on targeted marketing campaign to promote how to move to online payments and donations.

2. Advocacy.

We have been a strong voice of concern in the public domain on this issue. Going forward we will now support the voice of peak agencies such as Age Concern, Grey Power and Eldernet on this issue. We do not want to paint the sector as being wholly reliant on our older citizens as this could be construed as “preying on” them. As we know,

many in our sector are working to increase relevancy and support from generations that are digitally astute, so we want to balance concern for our older supporters alongside this. Going forward, our advocacy activities will be:

- a. Supporting key agencies such as Age Concern, Grey Power Elder-Net, Rural Women and others in their efforts to ensure that banks and governments are made aware of the impact this will have on key members of the population who are already disadvantaged– especially those with no access to internet or bank branches.
- b. Advocating directly to banks to ensure strong processes are put in place to assist customers to continue their bill payments or donations and to remove any barriers to doing so.

3. Education

As you already know FINZ has produced and been circulating a second survey, this survey digs a bit deeper into what the actual data and figures provided by you can tell us about the impact of the situation. To date over 70 organisations have already completed the survey, this week DIA, Charities Services included the survey in their newsletter. [The survey will remain open until the 5th of March.](#)

- a. FINZ will produce a detailed report summarising the information, the report will not only provide actual data, but will also provide useful insights into what this data represents, and the actions and areas that all organisations should be focusing on.
- b. In late March/early April we will be hosting a webinar (hopefully in collaboration with DIA Charities Services) presenting the findings of our survey results.

4. Assistance.

- a. We are looking at ways we can help charities that have a very high ratio of supporters still using cheques that they believe will be difficult to transition. This assistance could include access to outbound call centres and insight into the life-time value of your cheque donors based on submitted data.
- b. We want all Charities to be able to access the online resource centre. Access to the resource centre, will be via the member log section of the FINZ website , we will be providing an opportunity for non-member organisations to access the resource centre
- c. Information on these opportunities, including criteria on how to access it will be released shortly.

Final thoughts and recommendation

A quick glance at the survey results, indicate that there are still many organisations who have not yet started communicating with their cheque donors.

We strongly urge and recommend that every organisations must start communicating with their cheque donors. If you want immediate advice, templates, or support, please contact the FINZ office, we can help get you started, while we work on creating the resource hub.

Noho ora mai

FINZ and the Cheque Advocacy working group