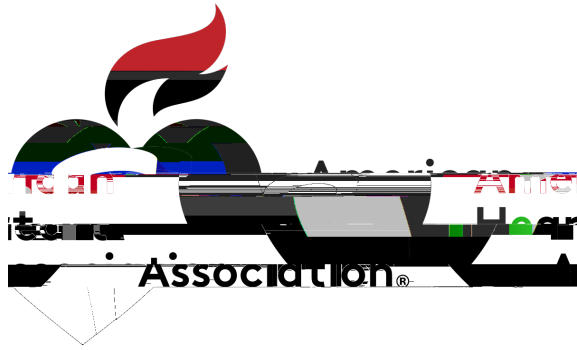




Frequently Asked Questions Bike 100 Miles in November Facebook Challenge

About the American Heart Association

For nearly 100 years, we've been fighting heart disease and stroke, striving to save and improve lives. From humble beginnings, the AHA has grown into the nation's oldest and largest voluntary organization dedicated to fighting heart disease and stroke. Heart disease is the No. 1 killer worldwide, and stroke ranks second globally. Even when those conditions don't result in death, they cause disability and diminish quality of life. We want to see a world free of cardiovascular diseases and stroke. Our size and scope let us have a real impact. The AHA has invested more than \$5 billion in research, making us the largest not-for-profit funding source for cardiovascular and cerebrovascular disease research next to the federal government, all in an effort to be a relentless force for a world of longer, healthier lives.

What is a Facebook Challenge?

A Facebook challenge is a virtual fundraising event that takes place over a 1-2 month period. The goal is to raise money through a Facebook fundraiser for a cause you care about by completing the challenge activity and posting about your progress to ask for and encourage donations from your Facebook friends. A challenge also comes with a Facebook group, so you don't have to do it .1 (e t (s)-2.4 (3.8 9(e t (o9

We aim to Bike 100 Miles during the month of November, but you can start and finish a bit early, or change the challenge quantity, to hit your own goals!

How do I track my progress?

We have a free and printable daily tracker that you can download to record your progress after you finish each day. You can find the tracker [here](#) _____ and in the featured section of the Facebook group. To log your progress in real -

Does the American Heart Association ever charge for merchandise?

No! The American Heart Association will never ask you to pay for anything. We are only seeking donations on individual fundraisers created from the challenge. If you see any merchandise advertised with a cost, please report it to our group admins and we will take further action.

Medal

My medal hasn't arrived yet. When can I expect it to be delivered?

Please allow at least two to three weeks for delivery after you have received your first donation. If it has been longer than that, email us at

americanheartassociation@fundraisingchallenges.com, and we will work to fix the problem!

Donations

How much do I have to raise?

Your Facebook fundraiser will automatically be set up with a target amount in place, but you can customize the number to your liking! Every dollar we raise helps us with medical breakthroughs, CPR trainings, and much more.

Can I donate to my own page?

Yes, of course! Lead by example, then invite friends and family to donate too!

Can one person donate more than once?

Yes. There are no limits on how many donations one can make.

My friend made a donation with the wrong amount. Can they get a refund?

Please have your donor reach out to Facebook using this [link](#).

My friend is in a different country and wants to donate. Is that possible?

If Facebook is available in their country, yes, they can. If they can't donate through Facebook, they can donate directly to the American Heart Association [here](#).

My page still has no donations. How do I encourage people to donate?

Sorry to hear that! Have you invited friends on Facebook to donate? A great way to kick off your fundraising is by posting the fundraiser to your Facebook page and tagging friends to ask them to give.

My friends don't have Facebook. Can they still donate to my fundraiser?

Unfortunately, they cannot donate directly on Facebook, but there are still options to give!

- Donate online to the American Heart Association [here](#)
- Collect cash: You can deposit the amount of cash collected into your bank account, then donate the amount to your fundraiser yourself!
- Mail a check to this address:

American Heart Association
PO Box 840692
Dallas, TX 75284- 0692

Ab out the Fundraising Page

Where do I set up my fundraising page?

Follow the link in the featured section or the description of the Facebook group to register. Once you fill out the form, click the "Submit & Activate a Fundraiser" button, and you will be directed to your personal fundraising page! You can edit the name and donation target there, and invite your friends to follow you .

Is my fundraising page public?

Yes, once you set up a fundraising page, it can now be seen on Facebook publicly, which allows all of your friends and family to donate and share it!

Can I edit the information to make it in memory of a loved one?

Yes, you can. There is an edit (or manage) button on your fundraiser page where you can make your tribute for your loved one and edit all information.

My fundraising page has ended. How do I fix this?

Unfortunately, once your page is finished, you can't reactivate it. You need to start a new one by clicking the link in the Facebook group!

Can I share my page outside of Facebook?

Yes, you can! All your friends and family should be able to follow the link and donate to your fundraising page, as long as they too have a Facebook account .

How do I find my fundraiser?

Go to facebook.com/fundraisers

W hen I go to register, it says my email is already in use. How do I start my fundraiser?

Check your email for a link to continue your registration. You may want to double- check your spam folder! If you are still having trouble, reach out to your group's admin for assistance.