

# Charity Support from Verbatim

As well as handling thousands of inbound telephone calls on behalf of our clients, Verbatim, the phone answering service.co.uk also support a number of local charities, including Berkshire Community Foundation.

Last week we published a story about our fundraising efforts for Comic Relief. Following on from this, we'd like to share the story of our involvement with Berkshire Community Foundation.

At Verbatim, our call centre staff act as an overflow reception service for the Berkshire Community Fund (BCF) team based just outside Reading. We also provide the telephone credit card donation line for their campaigns (such as 'Give a Child a Chance').

The system uses a bespoke data capture form through which Verbatim registers the donor's information and the amount they wish to pledge to the fund via their debit or credit card - and help to claim the Gift Aid too.

As well as donating these services, we recently conducted a survey among our customers (achieving an exceptionally high response rate of 31%) from which we donated £2.50 for every completed survey mailed to us by our customers. This meant we raised over £300 for Berkshire Community Foundation. This represents one "quick response" grant to a small community group which can apply funding. For example the Orin Close Residents Associate had a grant for an outing for the older people .

Last year the Foundation gave 260 grants to a wide range of groups helping local people in the county.

The survey threw up some interesting results:

- 85% rated Verbatim's message quality as good to excellent
- 94% rate Verbatim receptionists as good to excellent
- 94% rated the Verbatim service as important or very important to their business
- 93% surveyed are happy to recommend Verbatim

Handling thousands of calls annually, Verbatim and it's preferred partners are open 24 hours a day, 365 days a year for you. To download your FREE GUIDE (1MB PDF) to outsourcing your telephone reception service, please visit:

[www.verbatim-cc.co.uk/downloads/VerbatimGuide.pdf](http://www.verbatim-cc.co.uk/downloads/VerbatimGuide.pdf)

[www.thephoneanswering-service.co.uk](http://www.thephoneanswering-service.co.uk)

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