

GOFUNDMEAFRICA LTD. (FLUTTERGIVE)

DEVELOPMENT, OWNERSHIP, OPERATION
AND MANAGEMENT OF SOFTWARE
APPLICATIONS, WEBSITES, PLATFORM MANAGEMENT,
DATA MANAGEMENT
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Trust & Safety Framework

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Our Commitment

Trust is the foundation of crowdfunding. When you give on FlutterGive, you are trusting that your money reaches a real person or organization working on a real cause. When you create a campaign, you are trusting that our platform will protect your story and your funds. We take both responsibilities seriously.

This document explains what we do behind the scenes to keep FlutterGive safe, what we expect from our users, and how you can help us protect the community.

How We Verify Campaigns

Automated Content Filters: Every campaign passes through automated checks at creation time. We screen for prohibited content, minimum goal amounts, minimum story length, and require at least one image. This stops the majority of spam and low-effort abuse before a campaign ever goes live.

Community Reports: Every campaign and user has a report option. Reports are free to submit, whether you have an account or not. If a campaign receives three or more independent reports from different IP addresses within 24 hours, it is automatically escalated for review and hidden from public listings.

Manual Review: Any campaign flagged by our systems or escalated by community reports is reviewed by a human moderator. We look at the campaign story, images, target beneficiary, funding history, and any evidence submitted with reports before deciding on an action.

KYC Verification for Withdrawals: No campaign creator can withdraw funds until they have completed identity verification (KYC). We require a valid government-issued ID, proof of address,

and a selfie. Withdrawal bank or mobile money details must match the verified legal identity. This prevents fraudulent organizers from collecting funds under fake names.

How We Protect Donors

Secure Payments: All payments are processed by licensed third-party payment providers (such as Flutterwave). FlutterGive does not store or handle card details directly. Every transaction is encrypted in transit using industry-standard TLS.

Withdrawal Freeze on Reports: When a user or campaign is reported, we disable withdrawals for the related account until a moderator reviews the report. This means even if a suspicious campaign is live, any funds it collects cannot be withdrawn while under review.

Legal Cooperation: We cooperate fully with law enforcement agencies investigating fraud, money laundering, or other illegal activity that uses our platform. We maintain audit logs of all admin actions, campaign state changes, and report resolutions that we can provide upon valid legal request.

How We Protect Campaign Creators

Fraud prevention goes both ways. We also protect legitimate creators from abusive behavior:

- We block duplicate campaign creation to prevent impersonation and confusion.
- We deduplicate reports — one person cannot submit the same report multiple times to trigger escalation against a legitimate campaign.
- Every report escalation is reversible. When an admin dismisses the reports on your campaign, it is restored immediately and any withdrawal freeze is lifted.
- We rate-limit login attempts, OTP requests, and campaign creation per account to prevent attackers from exhausting your resources.
- You can enable two-factor authentication (2FA) in your account settings for an extra layer of security.

What We Expect From Our Users

Trust is a shared responsibility. By using FlutterGive, you agree to:

- Provide truthful and accurate information on your campaigns and account.
- Use your real legal identity and bank details.
- Only create campaigns for legitimate, lawful causes.
- Not create multiple accounts to bypass our rules.
- Not submit false or malicious reports against legitimate users.
- Report suspicious campaigns you encounter.
- Keep your account credentials secure and enable 2FA if you handle large amounts.

Prohibited Activity

FlutterGive exists to fund legitimate causes. Campaigns promoting the following are not allowed and will be removed without notice:

- Illegal drugs and controlled substances
- Weapons, firearms, and ammunition
- Financial scams, fraud, or money-laundering schemes
- Counterfeit goods or forged documents
- Adult content or sexual services
- Human trafficking or modern slavery
- Wildlife trafficking or illegal animal products
- Hate speech, harassment, or discrimination
- Impersonation of individuals or organizations
- Any activity that violates applicable law

For the full rules, see our [Community Guidelines](#) and [Terms of Service](#).

How to Report a Campaign or User

If you see something that looks wrong — a campaign that seems fake, a user whose behavior feels off, or a listing that violates our rules — please report it. Every report is reviewed. Even a single report helps us spot patterns, and three independent reports in 24 hours trigger an automatic escalation.

Contact Trust & Safety

For urgent safety concerns, law enforcement requests, or to escalate a report that has not been resolved, contact our Trust & Safety team directly at trust@fluttergive.com.