



Mastercard Requirements for Monthly Recurring Donations

Effective March 21, 2023

As you may know, Mastercard has updated their requirements on monthly recurring donations. Below is a list of the new requirements for non-profits along with additional exceptions for these donors. We were able to obtain this information from the research and publication by The Non-Profit Alliance and Mastercard directly.

1. An email confirmation or other electronic message must be sent at the time of enrollment outlining subscription terms (price, frequency of billing, and applicable trial period details) as well as instructions on how to cancel. Any receipts to donors or constituents should include verbiage on how to cancel recurring payments including a phone number or instructions (i.e. For more information on your recurring payment, including how to cancel, [click here](#)).
2. An email receipt or other electronic message must be sent after each billing and include cancellation instructions.
3. There should be a location on each organization's website explaining what a donor or constituent must do to cancel their recurring or sustaining gift (phone number or electronic form, etc.)
4. For plans that bill less frequently than every 6+ months, a notification must be sent between 3-7 days before the billing date and also include subscription terms and cancellation instructions.

Please note that this monthly notification is **ONLY** required for those donors who have provided their email address. If there is no email address provided or on file, non-profits will **NOT** need to generate receipts by alternate means (such as postal mail).

After reviewing these new rules for your Mastercard sustainers, please reach out to us for any assistance you may need with these notifications. DMP is more than happy to build a service tailored to your needs to ensure these new requirements are met.

Thank you,

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