Donor Care Services

An extension of your team. A partner you can trust.

Donors want to feel connected to the causes they support. When they have questions or feel compelled to donate, you need to have an experienced and reliable team at-the-ready.

Deluxe operates as an extension of your organization, offering white-labeled donor care and call center services with a wide range of capabilities to meet your unique and specific requirements.

Your constituents have access to a professional and compassionate inbound services team, trained to understand your organization’s mission, guided by a script process that upholds a positive and consistent message.

Your appointed support operators ensure each call receives the time and attention it deserves, helping increase conversion rates and maximizing the overall donor experience.

It takes a village.

Deluxe has over 900 operators spanning multiple languages and time zones, including Canada, to support donor calls and emails. With Deluxe, you can scale donor care along with your needs, accommodating seasonal cycles or point-in-time fundraising efforts.

The donor care team assists with updating donor records, answering questions, responding to donor emails, while providing the robust reporting and insights you require.

Deluxe makes it possible for your donors to stay connected to you without the added expense of additional staff and gives back the precious time needed to focus on what’s most important...your mission.

To learn how your nonprofit can better connect with donors and maximize its outreach, call 800.937.0017 or contact your Deluxe sales representative.