



Interview on 19 October 2023

Q: Tell us about your health support network, which was established by a small health charity in England.

A: Healed by Compassion is a multi award winning international health support network, founded in 2010 by the Little Portion Community Project, a well respected health charity, of which the patron is a retired UK Supreme Court Judge. The Little Portion Community Project is a London-based small charity, founded in 2010, dedicated to help and support socially disadvantaged communities across Britain. We offer life coaching, counselling, information and support to communities suffering from anxiety, most of whom are victims, which is why people often call us a victims services charity.

Q: Why your small health charity, including its health support network, was granted tax exemption status by the British Government's tax authority HMRC?

A: Our health support network is a part of a small health charity based in England. Since our annual income is less than £5,000, the British Government's tax authority HMRC granted us exempt status for all matters relating to tax. This means we do not need to answer questions about tax or fill in any tax forms. Our HMRC charity reference number is EW33811

Q: The widely published cost of living crisis across Britain caused reduced funding for your much needed community work, what strategy did your dedicated team of volunteers adopt to raise funds for public benefit?

A: Recently our verified premium profile, which contains a blue checkmark, on X earned over 8 million impressions in the last 3 months following excellent work by our dedicated team of volunteers, which means we are eligible to have a share of X's ads revenue promised by Mr Musk. As our mission has always been supporting socially disadvantaged communities, all our unpaid voluntary works are entirely for public benefit and there's absolutely no personal gains for any our of volunteers.

Q: What hurdles and obstacles did X and Stripe erected for your volunteers in the course of their award-winning unpaid voluntary work?

A: X refused to transfer the money to our charity bank account because we did not have an Express Stripe account, even though we do have a Stripe account (but not the Express version). This is because every time we tried to sign up for Express Stripe on the web or on Apple i phone, the W-8/W-9 Certification section refused to recognise our legal status as a small charity in England who is exempt from all tax matters. The online automatic pop up messages then insisted we must submit another form called W-8 BEN-E Form, but every time X asked Stripe to send it to us, the links in the automatic emails took us back to the original application. This stressful and unnecessary process was repeated at least a dozen times, which exhausted all our volunteers and experts. Customer service and support teams at all levels in both X and Stripe did not successful resolve the issue.

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Q: How did wider society and communities across Britain react?

A: We are grateful to thousands of people for their help and support.

Retired journalists conducted this interview and volunteers provided the transcript.

Friends who are journalists advised this issue is of widest public significance as both Governments in US and UK fully recognise and support small charities who do not need to deal with tax matters due to low level of incomes. Therefore, the issue affects all small charities and not just ours, which is why national and local media outlets agreed to publish if the issue is not resolved as a matter of urgency.

Friends and relatives who are lawyers guided us to write formal letters and supplied hard evidence to X and Stripe, but so far the issue remain unresolved.

The charity experts supporting us pointed out this issue is having significant impact on the communities we support.

Q: Since everything a charity do must always remain totally transparent, where can members of the public view the evidence?

A: As X don't provide an email address for customers to contact them and since their online form don't let customers upload PDF attachments, friends and supporters who are lawyers and journalists uploaded evidence to our website for the public to view. Personal data were redacted pursuant to data protection legislation, human rights and other relevant laws.

Go to our website, visit www.hope-and-compassion.com, or you can search the internet for our website, search Healed by Compassion on Google and our website is at the top of search results page one.

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When you found our website, click on the News page and scroll down to sections 9 (e) to 9 (h), where there are links to 4 PDF files. Each file is clearly labelled with a succinct heading.

The words in black are the descriptions and the words in green are clickable links.

The communities we serve and their families who viewed the evidence are baffled and bewildered that X and Stripe still have not resolved the simple but distressing issue, which is having negative impact on our unpaid voluntary work.