

## Frequently Asked Questions

**Q: Is it safe to give online?**\_Yes. In many ways giving online is safer than writing a check in that an electronic gift cannot be lost or stolen.

**Q: What types of bank accounts can I give from?**\_You can give online with your debit or credit card.

**Q: Are there any fees involved with giving online?**\_No. You will not pay any fees with an online gift. In addition, online gifts are a more cost efficient way for the church to process donations.

**Q: Can I make a one-time contribution?**\_Yes. The system allows you the option of either making a one-time contribution or setting up a recurring contribution that is scheduled to come out of your bank account at dates specified by you during the month.

**Q: If I want to set-up a recurring gift, what are my options for frequency of my gift?**\_For recurring gifts, you have the option of giving weekly, every two weeks or once a month.

**Q: Can I change my personal information or the amount or the frequency of my gift once I have set it up?**Yes. You can change or cancel your contribution at anytime before the date of your next contribution. Simply log in to the system using your user name and password and make the necessary changes in the system. *(Please keep in mind that, per IRS regulations, once a gift has been made to the church it cannot be refunded.)*

**Q: Can I review my donation history online?**\_Yes. The site will allow you to view the history of your contributions for a rolling 52 week period with data beginning as of January 1, 2009.

**Q: Will I still receive regular contribution statements from the church?**\_Yes. The church will continue to send contribution statements to your address on file for tax purposes.

**Q: When will contributions be taken from my account?**\_Contributions will be taken from your specified bank account within 48 business hours of the date you requested. This time frame allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day.

**Q: How will I know that I set up my gift correctly?**\_Immediately after setting up your contribution, you will receive an e-mail.

**Q: Will I be able to give to special Rhema campaigns online?**\_During times when these campaigns are occurring, you will be able to give a one-time contribution to support the given initiative or campaign.