



# Online Giving FAQs

## **Is Online Giving Safe?**

Online Giving meets the highest banking-level security standards set forth by the Payment Card Industry (PCI) to ensure safe and confidential transactions. In fact, your banking and credit card information is encrypted in the system and is not accessible to any users or administrators of the Online Giving system. When you manage your own account information, your church never needs to handle checks or credit cards or worry about locking up documents containing your account information. And you'll always be certain that your gifts are direct-deposited into your church's account.

## **What are the advantages of Online Giving?**

It makes it easy to give, even when you are unable to attend church. You never have to bring cash or checks to church. Giving electronically also helps the church save money and plan its budget!

## **YOU CAN USE YOUR BANK ACCOUNT OR CREDIT CARD.**

## **How are my contributions automatically deducted from my account?**

Once you complete the online registration form, the contribution amount you specify will automatically be transferred from your bank account or charged to your credit card and deposited into the church's bank account.

## **When will my contribution be deducted from my bank account or charged to my credit card?**

Your electronic contribution will be debited on the date specified on the "My Gifts" page of the Online Giving system, either every Monday or the last Monday of each month (if you chose %Monthly+giving).

## **If I do not write checks or receive a credit card receipt, how do I keep my checkbook and credit card statement balance straight?**

Since your contribution is made at a pre-established time, you simply record it in your check register or check your credit card statement on the appropriate date. Electronic contributions are recorded for you on your bank/credit card statement as well as your online reports.

## **Without a canceled check or credit card receipt, how can I prove I made my contribution?**

Your bank/credit card statement and the Online Giving system both provide reports that document your electronic transactions.

## **Can I put different amounts in offerings and have all of them withdrawn at different times?**

You can contribute to different offerings at different times; however, you will have to do each one separately. You will receive a receipt for each one. Accounts are affected each Monday or on the last Monday of the month (if you chose the Monthly option).

## **What if I change bank accounts or credit cards?**

Log in and update your account information in the My Payment Methods window. Each checking/savings/credit/debit card can be changed using the edit button, deleted completely, or new accounts can be added on the right side of the screen.

## **How much does Online Giving cost?**

It costs you absolutely nothing! The church pays a fee for credit cards, about \$3.00 per transaction. You have the option of offsetting this fee with an additional contribution if you choose.

## **What if I try Online Giving and don't like it?**

You can cancel your authorization by cancelling your gifts and donation dates at any time.

## **How do I sign up for Online Giving?**

1. Visit your church website at [parish@stclementmh.org](mailto:parish@stclementmh.org)
2. Click on the **Online Giving** link
3. Complete the online registration form

For additional information or help setting up your account please contact **Amy Smith** at [410-686-6188 ext 101] or via email at [onlinegiving@stclementmh.org](mailto:onlinegiving@stclementmh.org).