

# LIFE CHURCH Online Giving

## Frequently Asked Questions

### What is online giving?

Online giving is a payment option that enables you to financially support Life Church through automated electronic funds transfer directly from your checking account, savings account, or by charging your credit card or debit card.

### Why should I give online?

Online giving is a safe and convenient payment option that benefits both you and Life Church. If you are looking for a simpler way to give your regular tithes and special offerings to Life Church, online giving may be a good solution for you!

### What are some of the advantages of giving online?

Online giving simplifies your contributions to Life Church by decreasing the number of checks you write. Scheduled giving online makes it easy to give, even when you are unable to attend Life Church. You control your giving, so each transaction can include split contributions for your tithe and special offerings to funds such as Missions, Building Fund, and other specific areas of ministry. Online giving helps Life Church to streamline record-keeping of contributions, and can help the church plan its budget with consistent donations throughout the year.

### What does it cost to participate in online giving?

You will not pay any fees with an online gift to Life Church. All you need to do is to set up an online giving account with Life Church through our partner, Access ACS.

### How do I make online donations?

Once you create an Access ACS online giving account for Life Church, the contribution amount that you specify will be automatically withdrawn from your bank account or charged to the credit card account that you designate. There is an informational tutorial on the Life Church online giving web-page, and staff assistance is available to answer questions by email at [giving@lifechurchww.com](mailto:giving@lifechurchww.com).

### Is online giving really safe?

Yes, it is! Online giving is safer than checks (which are safer than cash). Paper checks include names, addresses, and account numbers. Online giving contains far less data. Also, online giving ensures that your financial information is more secure, because there is no need for you to share your confidential bank account or credit card

information with any person; you personally enter your account information online and maintain total control of one-time and scheduled donations.

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

Your electronic contribution will be deducted from your account or charged to your credit card on the date(s) you specify during the online giving set up process. Using the ACS Church Life App on your smart-phone, your donation will occur at the time you make your contribution.

### **Which forms of payment are acceptable for online giving?**

Any checking account or savings account may be set up for electronic funds transfer. In addition, VISA, MasterCard, and Discover may be designated to donate using a debit card or credit card.

### **Why is electronic funds transfer, with a checking or savings account, preferred?**

While Life Church allows the use of credit cards for tithes and offerings, we strongly encourage the use of electronic funds transfer from a checking or savings account, rather than credit card payment:

Although many people pay off their credit cards each month, some also may not. We do not want to encourage someone to go into debt and pay interest on gifts given to Life Church.

With electronic funds transfer from your checking account, your entire gift goes to Life Church. When using a credit card, a small percentage of your gift goes to the credit card company.

Our hope is that this tool will provide another means for you to tithe regularly and support God's kingdom through Life Church. We do not encourage people to increase personal debt so please use a credit card only if you can pay your card balance on a monthly basis.

### **Do I have to login to Access ACS each time I want to make an online contribution to Life Church?**

You can go to the website each and every time you want to make a contribution, but an easier way is to set up a recurring payment schedule. Just select My Scheduled Giving under the Giving dropdown tab at the top of your Home page to set up a scheduled recurring contribution, and then select the frequency pattern, the day on which you want to give, and when you would like to start giving and stop giving.

### **What if I need to change my bank account or credit card information?**

You can sign in to Access ACS at anytime to update any of your scheduled online giving information (such as the amount, the frequency, or the start date and stop date of your contribution). Just select My Scheduled Giving under the Giving drop-down tab at the top of the Home page, and then select the Edit (pencil) icon under Actions. Make your changes and then click the Update button to confirm your changes. In addition, each checking, savings, debit card or credit card account that you have added to the Access ACS system can be updated by clicking the Manage Payment Methods link in the upper right corner of the My Scheduled Giving page.

### **Can I view my Life Church giving history online?**

Yes. Once you have set up an Access ACS account for Life Church, you can then access and print your giving history, as well as make other changes to your online giving profile.

### **How can I keep my checkbook balance straight if I do not actually write checks?**

You will receive an email receipt for your donation, and you can deduct your online giving contribution from your checkbook on the date that you specified in Access ACS; or you can make checkbook entries from the itemized list of electronic transactions that will appear on your bank statement.

### **Without a canceled check, how do I keep a record of my online contributions?**

You will receive an email receipt for each donation, and an annual statement of your deductible contributions will be provided after the close of each calendar year. Your Access ACS account will show a summary of your donations throughout the year, and you may login to view this anytime.

### **Will I still be able to give to special offerings during Life Church worship service?**

Yes, you may participate in Life Church special offerings during our worship service using the ACS Church Life App (downloadable application) on your smart-phone. Life Church also accepts online donations for special purposes through online giving with your Access ACS account.

### **May I give online if I am not a member of Life Church and only attend occasionally?**

Yes! Access ACS easily permits occasional or one-time contributions as a guest. You are also invited to set up an online giving account with Access ACS at any time.

## **What if I try online giving and just don't like it?**

You can suspend or cancel your Life Church online giving authorization at any time. Simply login to Access ACS, select My Scheduled Giving under the Giving dropdown tab at the top of the Home page, and then select the Deactivate icon under Actions to cancel your recurring contribution.

## **Who do I talk to if I have more questions?**

For additional information or help setting up your Life Church online giving account, please email [giving@lifechurchww.com](mailto:giving@lifechurchww.com).