

## Frequently Asked Questions

➤ **Q. Is giving online safe?**

**A.** Yes. We implement the safest security standards for online transactions and your privacy is protected at all times. Giving Online is actually more secure than writing checks or bringing cash to church. Online contributions cannot be lost, stolen, or destroyed and have an extremely high rate of accuracy.

➤ **Q. Which payment methods are accepted?**

**A.** You have many options. Contributions from checking accounts, savings accounts, debit cards, and major credit cards (Visa, MasterCard, Discover, and American Express) are all accepted.

➤ **Q. When will my account(s) be debited?**

**A.** The choice is yours. When you enroll in our online program you can choose to have donations processed Weekly, Monthly, Semimonthly, Quarterly, Semiannually, or Annually.

➤ **Q. What will my credit card statement say?**

**A.** The name of our parish will appear on your bank or credit card statement.

➤ **Q. Can any additional funds be taken from my account other than what I have authorized?**

**A.** Absolutely not! Only the amount you authorized to give the church is taken. You are the only one that can change the amount of money that may be processed. You will also receive email reminders two days before your recurring transaction is set to occur so there will be no surprises.

➤ **Q. What if I need to stop, increase, or decrease my donation?**

**A.** You can make changes to your account at any time by logging into your account online 24/7 or by calling the parish office.

➤ **Q. What if I change bank accounts or get a new debit or credit card?**

**A.** Log in to your account online. You can log in to your account online at any time to update your payment source information.

➤ **Q. Will I receive receipts for my donations?**

**A.** Yes. All parishioners enrolled in online giving will receive receipts via email.

➤ **Q. What if I feel uncomfortable not having something to physically drop into the collection basket?**

**A.** Don't worry! You can print donation slips that can be placed into the collection basket as a visible sign of your electronic donations. These slips can be personalized with your Name and Church ID.

➤ **Q. How do I sign up to start donating online?**

**A.** Visit your church website. Click **Give Online** or call the parish office for more information.



**FAITHFULLY CONSIDER GIVING  
TO OUR PARISH ONLINE**  
Set up your account today!