

# ONLINE GIVING

## HIS TITHE AND YOUR OFFERING

### **First Church - Online Giving FAQ**

***Q: Is it safe to give online?***

Yes. In many ways, giving online is safer than writing a check because an electronic gift cannot be lost or stolen. The security of the system is continually managed by Planning Center Giving.

***Q: What types of bank accounts can I give from?***

You can give online from your checking account through an Electronic Funds Transfer (EFT, using your checking account number and routing number), debit card, or credit card (MasterCard, Visa or Discover).

***Q: Are there any fees involved with giving online?***

Not to you. 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. The church does pay a fee that varies based on the type of payment method you choose. Fees associated with Electronic Funds Transfer (EFT) donations are less than any other type of transaction, so First Church recommends that you make your donation this way if possible.

***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. For recurring contributions, you can schedule the contributions to come out of your bank account on the date(s) specified by you (weekly, every other week, monthly, or twice monthly).

***Q: Can I change my personal information or delete my recurring contribution once I have set it up?***

Yes. You can change your personal information or delete your contribution at any time before the date of your next contribution. Simply log in to the system using your email address and make the necessary changes in the system.

***Q: Can I review my donation history online?***

Yes. The site will allow you to view and print the complete history of your contributions that have been given online.

***Q: Will I still receive regular contribution statements from the church?***

Yes. The church will continue to send year-end contribution statements to your address on file for tax purposes.

***Q: When will contributions be withdrawn from my account?***

Contributions will be withdrawn from your specified bank account in 2-5 business days of the date you request. This time frame allows for the contribution to process through your bank and the First 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: Can I designate my gift to a particular cause?***

Gifts can be given to the General Fund, Missions Fund, Benevolent Fund, and others. If you'd like to setup recurring donations to separate funds, you would need to setup individual schedules for your donation to each fund.

***Q: I have additional questions about online giving that have not been addressed. Who can I talk to?***

For any questions, concerns or comments about the online giving system, please contact the church office via phone at 219-987-5156, or via email at [office@first.church](mailto:office@first.church). You will receive a response from our staff as soon as possible.