

All Saints is pleased to announce the introduction of an electronic option for making regular offerings. Our new electronic giving program offers convenience for you and much-needed donation consistency for our congregation. If you are currently giving on a weekly basis, you will no longer need to write out 52 checks a year or prepare 52 envelopes. And, when travel, illness or other circumstances prevent you from attending services, this program will allow your weekly offerings to continue on an uninterrupted basis.

#### FREQUENTLY ASKED QUESTIONS:

- How do automated contributions work?
  - You select a payment, start date, frequency and contribution amount. On the scheduled date(s), donations will be processed and deposited into the church bank account.
- When will my contributions be processed?
  - Your contributions will be processed on the date(s) you authorize.
- What can I use to show I made a donation?
  - The itemized list of electronic transactions that appear on your bank or credit card statement can be used as proof of your donations.
- Will I receive a receipt?
  - Yes. You will receive a receipt via email, and will also be able to view transactions in your giving history. Guest donors will receive a receipt if they choose to enter their email address when completing a donation.
- How can O participate in the offering during service?
  - Either write “I give electronically” on the outside of an envelope or contact the church office and request an “I Give Electronically” card to drop into the offering basket.
- How safe is electronic giving?
  - Vanco Payment Solutions – the Company with which we are working – meets or exceeds all industry standards to safeguard your data. To help ensure your data stays safe, Vanco leverages technology such as tokenizing card data and encrypting sensitive information for transmission and storage.
- Can I cancel or place a hold on my donation?
  - You can cancel or suspend donations by notifying the church or by going online and signing into your account.
- I made a mistake and donated the wrong amount. How can I get a refund?
  - Contact the church office and they will be able to credit the amount donated in error back to your account – just like when you return an item you bought at a store or online.
- What payment methods can I use to donate?
  - Donations can be made with all major debit/credit cards currently accepted by your church. You can also give or pay using your checking or savings account.