

Online Giving FAQ

Q: Should I give online?

It's a personal preference, but here are a few of the benefits we think you might find through online giving:

- You take a step of faith - Giving is an active expression of our faith. It recognizes God as our True Provider and affirms our confidence in His ability to supply all we need.
- You show your gratitude to God.
- You develop or strengthen your obedience to God by giving: the tithe, your offerings.
- You give the way you would like to: consistently...even when you're not at church.
- You can focus on worship at church – no more digging in your pocket or purse when offering time comes.

Q: How do I give online?

Click on [on-Line Giving](#) and follow the prompts to create an account and set up your contribution.

Q: When would this automatic contribution be charged to my account?

On the sign up screen, you can specify whether you want your contribution made one time, weekly or monthly.

Q: Can I test this by giving one time?

Yes. You may test "On-Line Giving" by selecting "One-Time" in the frequency drop down box during the sign up process.

Q: How can I keep a record of the amount I have contributed?

You will receive an email confirmation from our "On-Line Giving" vendor – Vanco Services. We also send quarterly and year end statements directly to your home address.

Q: Can I use my debit card?

Yes, as long as it's MasterCard or Visa.

Q: Why can't I give by credit card?

Although many pay off their credit cards each month, many do not. We did not want to potentially have someone go in debt and pay credit card interest on gifts given to the church.

Q: Can I use an electronic check?

Yes. Giving by electronic check allows you to pay using a checking account with a routing and account number found on the bottom of a personal check.

Q: Is there a fee for this online service?

Yes and No. The church is charged a transaction fee, but there is no cost to the member. If you would like to help FaithBridge cut down on fees, we recommend setting up recurring payments through your bank's Online Bill Payment Service. Your bank's online bill payment service will not charge FaithBridge a fee, and is usually free to you.

Q: Who do I talk to if I have more questions?

Contact our Financial Secretary, Trudie Baumgardner, at the Church Office at 904.220.2727 and she will be glad to answer any questions you may have. You may also speak to any of our Stewardship Team members.

Q: Is electronic giving secure?

Yes. Transactions are processed through the Federal Reserve's ACH network. Special Federal Reserve rules provide more protection for members than paper checks and therefore members enjoy a reduced potential for identity theft.

Q: When are gifts processed?

Gifts are processed immediately, although it may take up to 2 business days to show up on your bank card statement.

Q: What if I want to cancel or change my giving?

Simply call the Church Office and speak to Trudie Baumgardner, our Financial Secretary, to make changes to your gift and account information.

Q: How do I participate in the weekly offering if my contribution is automatically deducted from my bank account?

If you wish, we encourage you to write "Online Giving" on your envelope and place it in the offering plate as an act of worship.