

GIVING FAQ'S

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 monitored by our online payment processor.

Q: WHAT TYPES OF BANK ACCOUNTS CAN I GIVE FROM?

You can give online from your checking account or credit card.

Q: ARE THERE ANY FEES INVOLVED WITH GIVING ONLINE?

Not to you. You will not pay any fees with an online gift. In fact, online gifts are a more cost efficient way for the church to process donations.

Q: CAN I MAKE A ONE-TIME CONTRIBUTION?

Yes. The system allows you the option of making a one-time contribution or setting up a recurring contribution.

Q: IF I WANT TO SET-UP A RECURRING GIFT, WHAT ARE MY OPTIONS FOR FREQUENCY?

For recurring gifts, you have the option of giving weekly, twice a month, every two weeks or once a month.

Q: CAN I CHANGE MY PERSONAL INFORMATION, OR THE AMOUNT, OR THE FREQUENCY OF MY GIFT?

Yes. You can change or cancel your contribution at any time before the date of your next contribution. Simply email or call our finance office at the church: giving@heritagecc.org or 614-898-8412.

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: CAN I DESIGNATE MY CONTRIBUTION TO A PARTICULAR CAUSE?

Yes, you can give above the tithe and designate your gift to go toward other established funds. We may also add additional causes at specific times.

Q: HOW WILL I KNOW THAT I SET UP MY CONTRIBUTION CORRECTLY?

Immediately after submitting your contribution, you will receive an e-mail verifying your contribution.

Q: IF 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 us at our finance office at the church.