

FREQUENTLY ASKED QUESTIONS

However God calls you to faithfully give, we make it simple.

What is the benefit to ConnectNow electronic giving and recurring gifts?

- + We live in a world where many people carry very little cash and even fewer travel with a checkbook. So why is that the only way we allow people to give to the church? ConnectNow statistics show that of the 10,000 parishes that have embraced ConnectNow Giving, they see on average a 33% increase in annual contributions over a two year period. *For Most Pure Heart of Mary, a 33% increase in annual income is roughly \$145,000!* ConnectNow Giving makes it easy to give when you're unable to attend church. You no longer have to feel guilty not having cash/checks or to have forgotten your envelope at home. And, it helps the church save money and plan the budget.

Is ConnectNow Giving safe and secure? How can we be confident our personal information will be secure?

- + Online giving meets the highest banking-level security standards set forth by the Payment Card Industry (PCI) to ensure safe and confidential transactions. In fact, your banking information is encrypted in the system and is not accessible to any users or administrators of the ConnectNow Giving system. When you manage your own account information, your church never needs to handle a check or worry about locking up documents containing your account information. And you'll always be certain that your gifts are direct-deposited into your church's account.

What if I'm not tech savvy? Can I still participate? Who will help me?

- + Not a problem at all! We understand that, for some, technology can be difficult to navigate. By simply reaching out to the parish office at 419-347-2381 we will be able to assist you in setting up an account and get ConnectNow giving working for you. Do not let technology stop you from participating in ConnectNow electronic giving. Our parish office can assist you in setting up ConnectNow Giving and make your giving simple.

Can I allocate where my donation/gift will go?

- + Absolutely! Both the ConnectNow Giving App and Website allows for the donor to select which fund they would like to donate to in either a recurring gift or a one-time gift. When making the donation, be sure to select which fund you would like the donation to specifically go toward. A drop-down list of different funds is available.

I currently give to several different funds each month. Can I set up multiple recurring gifts?

- + You absolutely can set up multiple recurring gift schedules. We recognize that several donors give to multiple accounts each month (Sunday Collection, Religious Education, Capital Improvement, Cemetery, etc.) and ConnectNow Giving gives you the opportunity to set up multiple recurring gifts on different schedules. For example, if you give to Sunday Collection each Sunday (weekly) and Capital Improvements once a month (monthly) you can set up two recurring gift schedules that follow how you have historically given/what you are comfortable doing and allows you to control exactly when you would like the donation to be made.

How can I see my current year giving statement?

- + Once you begin giving electronically through ConnectNow, you will have access to your electronic giving history. Any gifts that are not processed through ConnectNow can be accessed through MyOwnChurch or by contacting the parish office for a giving statement.

If you have any questions, please stop by our church office or contact Barb Studer, Business Manager at 419-347-2381.

Once I set up a recurring gift and wish to edit or delete, how do I do that?

- + With ConnectNow Giving, you have complete control of what you give and when you give. If you would like to update the amount you give, change when the gift is deducted from your account, add or subtract recurring gifts, or cancel a gift all together, all you have to do is log into your account and make any appropriate changes you would like to make. It's that easy! And you can change as frequently (or infrequently) as you would like. You have the control.

Does the church get charged transaction fees for my gift? How can I cover those costs?

- + Yes, there are transaction fees charged to the church for each transaction, which is the same as if you use a credit card or pay electronically at any establishment you visit. ConnectNow Giving transactions costs the parish 3% for a credit and debit card transaction and \$0.30 for a payment through your checking or savings account. It is our hope that through recurring giving we will increase giving which will more than cover our costs. However, ConnectNow Giving does have an option for the donor to cover the processing fees when making their donation if they wish. By simply checking the box that says "Add 3% to help cover processing fees" before setting up your recurring gift or making your one-time donation, your donation will be adjusted to reflect the costs and assist the parish with those expenses.

When are the funds deducted from my account/charged to my card?

- + Since the donor has complete control, you select when the funds are deducted from your account when you set up your recurring gift or when you are making your one-time donation. Simply select the frequency of your gift (weekly, bi-monthly, monthly, etc.) and the date that you would like the donation to be charged, and ConnectNow Giving makes it happen. If you are making the donation from your bank account, sometimes, depending on the bank, there is a delay in the deduction on your statement. However, ConnectNow Giving submits the request for withdrawal on the date you select.

I already give through ACH. Can't I just continue with that? What do I do?

- + Most Pure Heart of Mary's current ACH donors are much appreciated. Many have been giving in an electronic manner for several years. We have chosen to change to ConnectNow Giving because it puts all donation control back into the donor's hands. For that very reason, our current ACH program users will need to set up an account and switch to ConnectNow Giving. We will NOT be operating our past ACH program and ConnectNow Giving simultaneously. Once you have completed the task of creating a ConnectNow Giving account, be sure to call the parish office at 419-347-2381 to let us know you have made the change so we can cancel your original ACH account so that you are not "double giving" once your ConnectNow Giving is activated. If you have trouble setting an account up or do not have access to do that, no problem! Call the parish office and we can set it up for you. We would like to have current ACH donors transitioned to ConnectNow Giving by December 1, 2017.

If I sign up for electronic giving, will I continue to get envelopes in the mail?

- + No, you will not. In an effort to be more efficient and decrease our carbon footprint, once a donor signs up for ConnectNow Giving we will no longer have your envelopes printed and mailed to your home. If you would still like to receive envelopes, even though you are signed up for ConnectNow Giving, no problem! Just call the parish office at 419-347-2381 and let us know you would still like to receive envelopes in the mail.

Is everyone in the parish going to be required to make their contributions to the church electronically?

- + Absolutely NOT! We understand that many donors are very comfortable making their contributions in cash or check format, and that is awesome. A saying we are using throughout all of the ConnectNow Giving information is, "However God calls you to faithfully give, we make it simple." For some, giving electronically is simple, and for others it is not. However you decide to faithfully give, we want to have an avenue for you to do it, and ConnectNow Giving is one of those avenues.

If you have any questions, please stop by our church office or contact Barb Studer, Business Manager at 419-347-2381.