

Q&A

Q. What are the major advantages of electronic giving?

- A. - Electronic giving is convenient - no checks to write, no more "catching up" when away from services.
- Heritage benefits from consistent giving and reduced time to process cash & check donations.

Q. How does electronic giving work?

- A. - Contributions are transferred automatically from your checking or savings account to the church's bank account or charged directly to your credit or debit card.

Q. How are my automatic contributions deducted and transferred?

- A. - First, you sign up indicating the amount you want to give and how often (online forms are available on Heritage's website and Facebook; paper forms are downloadable off Heritage's website).
- Credit & debit card transactions are processed like any other credit or debit charge.
- Donations from your checking or savings account are processed thru the Automated Clearing House (ACH) network—the same network already used by families to make mortgage and utility payments or to receive payroll earnings and Social Security income.

Q. When will my contribution be debited from my account?

- A. - One-time credit & debit card donations will be charged immediately.
- One-time checking or savings account donation will be deducted the next business day.
- For weekly donations you select your start date and donations will continue each week on the same day; Bi-weekly will be every other week.
- For monthly donations you select the start date on either the 1st, 15th, or 20th day of the month and donations will continue on that day of the month.
- Please note that bank donations may take one or two business days to process.

Q. How will I keep track of contributions in my check register?

- A. - Since your contribution is made at a pre-established time, you simply record it in your check register on the appropriate date. Electronic contributions will appear on your bank statement.

Q. What can I use to prove I made a contribution?

- A. - You will receive an e-mail confirmation of your donation.
- Your credit card or bank statement will show an itemized list of electronic transactions that can be used as proof of your contributions.
- Heritage will continue to provide year-end tax statements to its members.

Q. How much does electronic giving cost?

- A. - It costs you nothing.
- Heritage pays a small monthly fee for the program plus a small fee for each transaction.
- for credit & debit cards donations, you have the option to add the processing fee to your donation.

Q. What if I try electronic giving and don't like it?

- A. - You can cancel or change your authorization online at any time or by notifying the electronic giving coordinator at Heritage@HeritageChurchofChrist.org.

Q. How can I sign up for electronic giving?

- A. - Complete the online giving form found on Heritage's website or Facebook page.
- Or you may download a paper form from Heritage's website and turn it in to the church electronic giving coordinator or church office