

## Frequently Asked Questions

**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 managed by Fellowship One.

**Q: What types of bank accounts can I give from?**

You can give online from your checking account, MasterCard, Visa, or Discover.

**Q: Are there any fees involved with giving online?**

Not to you. You will not pay any fees with an online gift. In addition, 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 either making a one-time contribution or setting up a recurring contribution. For a one-time contribution, you can designate that the contribution should be made immediately or, for both one-time and recurring contributions, you can schedule the contributions to come out of your bank account on the date(s) specified by you.

**Q: If I want to set-up a recurring gift, what are my options for frequency of my gift?**

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 once I have set it up?**

Yes. You can change or cancel your contribution at any time before the date of your next contribution. Simply log in to the system using your user name and password and make the necessary changes in the system.

**Q: Can I review my donation history online?**

Yes. The site will allow you to view the complete history of your contributions, given either online or otherwise. Once you've created an account, you will be able to contribute immediately. However, for security purposes, before you can see any past contributions, we must manually connect your online account with your previous information. This is a one-time process when you initially create your account. After that, you can view your history at any time. For more information, see our security policy.

**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: When will contributions be taken from my account?**

Contributions will be taken from your specified bank account within 48 business hours of the date you requested. This time frame allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day.

**Q: Can I designate my gift to a particular cause?**

Yes, you can designate your gift to go toward tithes and offerings or our poor and needy fund. We may also add additional causes at specific times.

**Q: How will I know that I set up my gift correctly?**

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

**Q: Does it matter which Internet browser I use?**

No. Any browser will work.

**Q: Will I be able to give to special LHC campaigns (Year End Fund, Food Drive, etc.) online?**

During times when these campaigns are occurring, you will be able to give a one-time contribution to support the given initiative or campaign.

**Q: 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 [lh@lhwire.com](mailto:lh@lhwire.com) You will receive a response from our staff as soon as possible.

**Q: What types of bank accounts can I give from?**

You can give online from your bank account via an ACH transaction. You can also give using MasterCard, Visa, or Discover card.

**Q. Can I use a debit card?**

You can use a debit check card from Visa or MasterCard, but true debit cards are not accepted through the Fellowship One system due to the sensitivity of securely requesting a Personal Identification Number (PIN). ACH bank drafts can be used instead for true debits.