

# FREQUENTLY ASKED QUESTIONS

## HOW TO GIVE

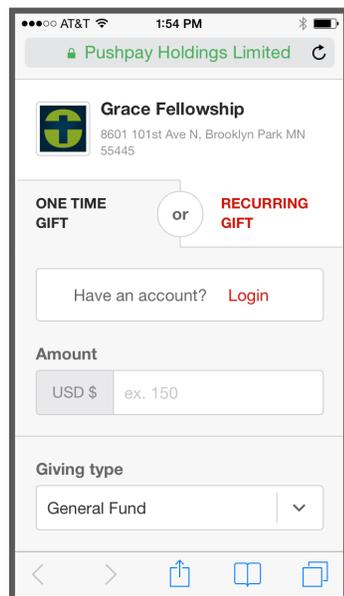
### How do I give using my smart phone?

There are two ways to give:

- Download the GraceFellowshipMN app and click the give button.
- Text “gracemn” to “57862”. Click the link in the response text.

### I don't have a smart phone, can I still give using my phone?

Yes. Texting to give is available on all cell phones. Data fees may apply.



## PAYMENTS

### What forms of payment can I use with mobile giving?

All credit cards or debit cards from Mastercard, Visa, or American Express.

### Can I give from my bank account using my phone?

Yes. Download the Pushpay app or go to the Pushpay website and create an account. Under payment methods, make your bank an option for payment by filling in your bank account info.

### Can I choose where to give my offering?

There is a “giving type” field that will give you the option to give to either the General Fund or the Benevolent Fund. It is not possible to designate giving to a cause or ministry unless it is listed in the field.

### Can I set up recurring giving through mobile giving?

Yes. Choose the recurring tab to set up a gift that you want to give on a regular basis.

### Does mobile giving via Pushpay charge my phone bill?

Your gift is not charged to your phone bill.

## PUSHPAY

### What is Pushpay?

When you give to Grace using your phone you are taken to a website called Pushpay.

Pushpay is the company that Grace Fellowship has contracted with to provide secure mobile giving.

### Is Pushpay safe?

Yes. No credit card details are held on your phone. Credit card details are stored on industrial grade servers where this information is then encrypted. The security setup that is used is the same as many banks and is PCI DSS compliant.

## LOGIN & PASSWORD

### Why would I set up a login and password with Pushpay?

When you create an account with Pushpay, all your information including your credit card or debit card is saved for easy access the next time you give.

### Do I have to create a login with Pushpay in order to give?

No. You can give without creating a login.

### Do I have to login to Pushpay in order to give?

No. You can give without logging in.

### Can I make a onetime payment without logging in?

Yes.

## RECORDS

### Do I receive a receipt?

When a payment is made you receive an electronic receipt by email that is issued immediately. The receipt states that you have paid 'X' business or organization, 'Y' amount.

### Where can I see a history of my transactions with Pushpay?

You can access your transactions through the Pushpay website (pushpay.com) using your login and password.

### Will my mobile giving be recorded for tax purposes?

Your giving is automatically recorded with Grace and added to your giving statement. You can access your giving statement through GraceLink using your GraceLink login and password.

## CREDIT & DEBIT CARDS

### Why do you accept credit cards?

Used responsibly, credit cards are an efficient tool for payments and purchases. Many people utilize them in place of checks or cash throughout the month, and then pay the balance off in full. For these people, we offer the option to give using a credit or debit card. We strongly discourage those who have ongoing credit card debt from exercising this option.

### Does 100% of my giving go to Grace when I give with a credit or debit card?

For each transaction, there is a merchant charge to Grace from the credit card companies of approximately 2.3%.

INTRODUCING...THE NEW & AWESOME...

# MOBILE GIVING

2 NEW EASY WAYS TO GIVE

IT'S SO EASY  
TO USE!

## 1. THROUGH THE NEW APP

- In the GraceFellowshipMN App
- Go to the Info or Weekend tab
- Click on Give
- You will be taken out of the app to a secure and encrypted website where you can give.

## 2. TEXT TO GIVE

- Text "gracemn" to 57682
- When you get your response, follow the steps to the secure giving site.

## WITH THE NEW MOBILE GIVING...

You will prompted to set up an account. This secure account will hold your info and when you are ready to give, just open it up, enter an amount and BOOM! DONE!

OR... set up your recurring giving and BOOM! DONE! ... for however long you'd like that to continue.

You can use a credit or debit card in the New Mobile Giving.

NOTE: These new ways of giving do not effect/change any old ways of giving

?s - just stop by The Hub!



# GET THE GRACE APP!

Go to your smart phone app store  
and search for GraceFellowshipMN.

LISTEN TO MESSAGES • UPCOMING EVENTS • READ THE BIBLE • MOBILE GIVING