

CBCSD Online Giving FAQ
2020-03-20

Q: Is my giving information secure?

A: Absolutely. Any personal or financial information you enter is encrypted using SSL security - the same state-of-the-art security measures used by online retailers, banks, and other financial institutions.

Q: Can I give as a guest or do I have to set up an account?

A: Yes, you can give as a guest without an account. Just complete the Give Now page. However, we recommend creating an account so that you can view your online giving history as well as set up recurring donations.

Q: How to register for an account?

A: To register for an account or sign in, hover your cursor over the words "SIGN IN" and it will brighten up and then click and follow the instructions.

Q: What payment methods are accepted?

A: You can use credit/debit card or ACH (e-check). After you have chosen the fund to give to and fill in the amount the payment options will appear. You will see either Credit Card or Bank Account (for ACH) options.

Q: How do I know which fund to give to?

A: Generally, all tithes and offerings go to the General Fund. The other funds, such as, Mission Fund or Barnabas Fund are given for specific purposes. More funds will be added when as different needs arise.

Q: How do I give to more than one fund?

A: Click on "ADD DONATION" and the different fund choices and amount box will appear again so that you can choose to donate to another fund in one transaction.

Q: What are the Processing Fees? Do I have to pay the Processing Fees?

A: The Process Fees (2.09% for credit cards, 0.75% for ACH) is what financial institutions charge for using their services. The church will absorb the Process Fees. You do have an option to cover the Processing Fees. However, due to configuration limitations, the Process Fees for ACH transfer displayed on the donation website/app is not 0.75% but 2.09%. Thus please do not choose to cover the fees for ACH.

Q: If I do not cover the Processing Fees, will my entire donation be tax deductible?

A: Yes, even if you don't choose to cover the Processing Fees, your entire donation will be recorded by the church and will be tax-deductible.

Q: If I choose to cover the Processing Fees, will the fees be tax deductible?

A: Yes, when you cover the Processing Fees, the fees will be tax deductible. In essence, by covering the Processing Fees, you're increasing your donation to cover what the church has to pay.

Q: Will I know exactly how much the Processing Fees are?

A: Yes, if you choose to cover the Processing Fees, the page will calculate and display the amount. In fact, the total amount of the donation will be on the Submit button. Therefore, before you complete the donation, you'll know exactly how much you're giving.

Q: Can I make my giving a recurring donation?

A: Yes, simply click on the "MAKE THIS GIFT RECURRING" Box. Options to choose the frequency of the gift and the start date will appear.

Q: Will I get a receipt of my donation?

A: Yes, you'll receive a "Thank you for your Donation" e-mail to confirm your donation along with the total amount given. The e-mail will come from noreply@ministryforms.net.

Q: What if a wrong amount is charged when I check my credit card or bank statements?

A: Please contact the Church Office if you have any issues. You can e-mail office@cbcsd.com or call us at 858.675.8777.