



# Online Giving

## Frequently Asked Questions

### **Q. What is online giving?**

Online giving is the ability to give a contribution or schedule a series of contributions using an e-check on the Northwest Bible Church website.

### **Q. What is a contribution schedule?**

A contribution schedule allows you to choose how often you would like an automatic contribution to be made—weekly, every two weeks, twice a month-1st and 16th, monthly, quarterly or yearly.

### **Q. Can I give to any fund online?**

You can choose to contribute to the General, Missions, Mercies or Future Facilities funds through the website. If you would like to give to more than one fund, you will need to set up a separate contribution schedule for each fund.

### **Q. Why do I have to set up an account and password?**

Setting up an online account and password allows you to enter a highly secure environment for your transaction. Once your account and password are established, all of your personal information is safe and protected.

### **Q. Is it secure?**

Our software uses the strongest encryption products to protect all account information you enter for online giving. And, the site is secured and tested daily by McAfee Secure. The “live” McAfee Secure mark appears only when this site passes the daily McAfee Secure tests. And, no one has access to your data unless authorized by you.

### **Q. Are there any charges or fees to give online?**

No. You select the dollar amount for your gift, and that is the dollar amount that will be recognized as your contribution. No costs or fees.

### **Q. Can I use my debit card or credit card?**

No. For online giving, we only accept e-checks, which are electronic debits directly from your bank account.

### **Q. When is the contribution charged to my account?**

For one-time gifts, you can choose to make the contribution immediately or on a specific date. For ongoing contributions, you choose how often the contributions are made (weekly, every two weeks, twice per month-1st and 16th, monthly, quarterly or yearly). And, you set the date you would like the contributions to begin. It typically takes about 2-5 business days for the activity to show up in your bank account.

### **Q. How can I see a record of my contributions?**

You can view your giving history from the online giving window at any time. Click **Give Online**. Scroll to the bottom of the window to see your giving for the current year. There is also an option to view the previous year's giving by selecting the year in the drop-down menu. Click **Print View** for a printer-friendly version of your giving history. We also send quarterly and year-end statements directly to your home address.

### **Q. Why can I not see my giving history?**

You cannot see your giving history the same day you create an account. In order to ensure account security, all new website accounts are verified by Northwest before giving access to contribution records. A new account will be verified within one week. After that time, you will have access to your giving history.

### **Q. Can anyone in my family see my giving history?**

If you are the head or spouse of your household, you will see all giving for your entire household and individual members. Other members of the household, such as children, will only see their individual giving.

### **Q. What if I want to change my online giving or stop it?**

From the online giving window, scroll down to the Contribution Schedule section. To edit or delete an existing schedule, click the option next to the schedule you wish to change. If you click delete, it will stop all further contributions in that schedule.

### **Q. Who do I contact if I have more questions?**

Contact Harry Hegwood at [hhegwood@northwestbible.org](mailto:hhegwood@northwestbible.org) or 214-368-6436, ext. 306.