



**For Questions Contact Cornerstone: 888.506.0208**

## **Frequently Asked Questions about Giving Online**

### **Q: Is it safe to donate 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 Cornerstone Payment Systems.

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

You can give online from your checking or savings account or with any major credit card or bank card.

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

You will not pay any fees with any online gift unless you choose to pay them on behalf of the church. 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.

### **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, biweekly, monthly, quarterly or yearly.

### **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 online. 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.



**Q: Will I still receive regular contribution statements from the church?**

Yes. You will receive a receipt for each contribution

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

*(This only applies if desired)*

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

You can use a debit check card from Visa or MasterCard.