



## A Church Members Guide to PledgeConnect: Frequently Asked Questions

**Q. *What is automated giving through PledgeConnect?***

A. It is an automated means to financially support the church through weekly, monthly or quarterly contributions from your checking, savings, or credit/debit card account. There is NO cost to participate in the program.

**Q. *How does my PledgeConnect automated contribution relate to my use of weekly envelopes?***

A. If you choose to take advantage of PledgeConnect's easy contribution service, you no longer need to use your weekly envelopes.

**Q. *What happens for church members who feel uncomfortable not having something tangible to physically drop into the collection basket?***

A. Special PledgeConnect Cards are available in the church pews. Church members may complete a PledgeConnect Card indicating that they contribute electronically and drop the card into the collection basket.

**Q. *How do I contribute through PledgeConnect?***

A. Getting started with PledgeConnect is easy and free! You can contribute directly online through the church website, enroll manually by filling out an enrollment form at the church office, or call the church office for assistance. The process is quick and easy.

**Q. *Can I contribute to additional church collections through PledgeConnect?***

A. Yes. All automated giving participants have the opportunity to contribute to any collection that the church has designated, which could include special collections, Christmas, Easter, and more.

**Q. *Which payment methods are accepted?***

A. Recurring contributions, one-time gifts, and payments can be made through automated transfers from your checking, savings accounts or major credit cards such as Visa, Master Card, American Express and Discover.

**Q. *Can I donate a one-time gift or contribution for a specific term using PledgeConnect?***

A. Yes. One time gifts are graciously accepted. Participants can also arrange for a specific amount to be paid over a fixed duration of time, such as 52 weeks or 12 months.

**Q. *How does a church member alter their contribution information – such as donation amount, bank account or credit card information, or mailing address?***

A. You can submit a change request to the office administrator by simply clicking on a link from the online donation page. You may also call the office directly. Your request will be processed in a timely manner.

**Q. *Do the church members who use PledgeConnect receive receipts for tax purposes?***

A. Yes, each time you make a contribution online, you will receive an email receipt of your transaction. Receipts for qualified donations or purchases can be used for tax purposes.