

## Common FAQs for Donors

### 1. How can I give to Memorial UMC, using Tithe.ly?

**To give online**, you can start giving by clicking “GIVE ONLINE NOW” button at [www.avonmumc.org/give](http://www.avonmumc.org/give) without creating a Tithe.ly account, using credit card, debit card, or bank account. However, if you’d like to make giving as easy as possible and have the opportunity to take advantage of all Tithe.ly features, you can create an account by clicking on the “Sign Up” link located at the top of the giving form.

**To give via the Tithe.ly mobile app**, download/install the app on your mobile device and create a free account, following the on-screen instruction.

#### **The below features become available to you with an account:**

- Securely store your payment method (so you don’t have to type it out each time)
- Setup / cancel a recurring donation
- See your giving history
- Manage your account 24/7

### 2. Does it cost me anything?

Nope! It costs you nothing to give to our church using Tithe.ly.

### 3. Is my Credit / Debit card information secure?

Yes! Tithe.ly takes data and payment information security very seriously. All sensitive financial information is stored with bank level security. All information transmitted to its banking partner and on its site is done via an encrypted HTTPS (SSL) connection; and stored by its banking partner to PCI DSS Level 1 compliant standards.

### 4. How will my data be used?

Your personal data will **never** be sold, traded, or given out to third parties.

### 5. How will I know when my credit, debit, or bank account/ACH is charged?

Anytime you’ve donated you will receive an email receipt/confirmation.

### 6. Can I cover the processing/transaction fees for Memorial UMC?

Yes. Please check the “Cover Fees” box if you’d like to help the church by including the processing fee in your donation. When you choose to cover the fees, your total gift is increased so the church receives your desired amount. Cover the fees calculates the processing fees and they are added to the total donated.

Transaction fees: **1% + \$0.30** - ACH/Bank Transfer  
**2.9% + \$0.30** - VISA, MasterCard, Maestro, Discover, JCB, Union Pay, Diners, Debit card  
**3.5% + \$0.30** - American Express

### 7. How long does it take for Memorial UMC to receive my gift?

It usually takes about 2-3 days (Credit card) and up to 7 days (Bank account) between the time you give and when it appears in the church’s bank account.

### 8. What if I accidentally type the wrong amount?

If you make a mistake giving, make sure to contact the church and we can refund the wrong amount, and then you can make another donation for the correct amount. Refunds may take up to 7 business days to appear back in your account.

### 9. How do I edit my information?

You can manage and update all of your account information on your Tithe.ly app. Click on the menu located in the top left corner to make it appear.

## 10. How do I create a recurring gift?

Once you have a Tithe.ly account you'll be able to setup auto recurring giving in a few clicks. Simply turn on the "Setup automated giving" option (see graphic) and select your preferred giving schedule. **Your recurring giving options are:** Every week, Every 2 weeks, Every month, 1st and 15th. That's it! Your now setup.

<input type="checkbox"/> Setup Automated Giving?	
Automatically give:	Every Week ▾
On	Sunday ▾

*Note: if you'd like to give to multiple funds with a recurring gift you'll need to set up each gift separately. Unfortunately, a recurring gift cannot be split between different funds.*

## 11. How do I change/cancel my recurring gift?

In order to change your auto recurring gift fund/designation, you will need to delete your existing recurring gift and then setup a new recurring gift. To cancel your current gift, head to your Tithe.ly account and click on the "Recurring Giving" tab from the menu or the "Automated" button from the home screen. From here just click the red trash can next to the gift you wish to cancel.

## 12. How do I give to multiple funds?

- Open the Tithe.ly app on your smartphone, or click the "GIVE ONLINE NOW" button at [www.avonmumc.org/give](http://www.avonmumc.org/give).
- Log in and enter your pin.
- Make sure our church name appears at the top.
- Once on the Tithe.ly giving form, look for the icon of a **+ sign inside grey circle**. When hovering over it, the words "Add Gift" will appear.
- Click on that icon to add a new gift. (You can add up to four new gifts)

*Note: You can click on the icon of a - sign to remove an additional gift.*

## 13. How do I change/update my payment method?

Please note that you cannot update an existing Payment Method. You will need to remove your old payment method and add a new one.

### Adding a payment method from the Tithe.ly app or online:

- Open the Tithe.ly app from your smartphone or login to your Tithe.ly account from [www.avonmumc.org/give](http://www.avonmumc.org/give).
- Click "Payment Methods" from the home screen or click on the menu located in the top left corner and then click on "payment methods".
- **To add a credit or debit card**, be sure you've selected "credit/debit" from the bottom tabs, then click on the green plus (+) icon.
- Enter your card information and click "Add card".
- **To add a bank account**, be sure you've selected "bank account" from the bottom tabs, then click on the green plus (+) icon. You have two ways to add a bank account: Click on the "Sign in with online banking" button and use your online banking credentials to connect your bank account to Tithe.ly or you can enter your bank account number and routing number and click "save and continue."

*Note: If you need to delete a payment method, follow the first two steps and then select "credit/debit" or "bank account" from the bottom tabs > click on the red trash can icon > click "Remove".*

*Note: If you have a Recurring Payment set up with a Payment Method that you are deleting, our system will automatically delete that Recurring Payment. You will need to set up a new Recurring Payment with the new Payment Method.*