

What is e-Giving?

E-Giving is short for electronic giving. It is an automatic transfer program which allows you to make contributions without writing checks. This can be done from anywhere 24 hours a day.

Is electronic giving risky?

Electronic giving involves significantly less risk than a check contribution. It cannot be lost, stolen or destroyed in the mail, and cannot be handled by as many people during processing. Many methods of reducing risk cannot be applied in a paper check environment, but are very effective in reducing any risk involved with an electronic transaction.

How will e-giving appear on my bank or credit/debit account statement?

All transactions will appear as e-Giving.

What if I only want to give on a monthly, quarterly or annual basis?

You can choose these frequencies on your own when completing your e-Giving info on the site. You also have the option to have your automatic deductions run for only a certain period of time.

The computer won't let me make my donation by using my bank account.....the only option is for credit or debit cards.

Go back to the main menu and choose "View the Authorization Agreement". Read the agreement and

check the box to agree. Once that is done, you will have access to the bank ACH, (checking), donation area. Your bank may also have limited the ways you can donate.

What if I change bank accounts, or get a new credit or debit card?

Update the information from your Main Menu, under the section, "View/Edit Member Profile." You have the ability to change your password or payment schedules. Do not create a new account; always edit your existing account.

How much does electronic giving cost?

It costs you nothing and saves you time. Berea First pays a nominal transaction fee, the lowest available, approximately .5% plus .25 cent for checking and 2.9% for Visa, MC and Discover. You may include these charges as an above your gift amount to help cover the cost if you wish.

Without a cancelled check, how can I prove I made my contribution?

You have the option of printing or saving either the payment acknowledgement page or the emailed acknowledgements. Berea First also has proof of your donation. Any of these are acceptable.



What if I try it and I don't like it?

You can cancel your automatic deductions, if set up, at anytime from the website. You can also choose to donate when you are ready instead of automatic withdrawals.

When will my contributions be deducted from my account?

Your contribution will be debited from your account on the next business day. If your donation is scheduled on a Sunday, your donation will not be processed until the following business day. Credit or debit cards will take approximately 2 business days to initiate and clear. ACH transactions take 4 business days to clear. You will receive an email when the donation is initiated and another when the process is complete. Refunds of donations or payments can only be made by BFBC.

How are my electronic contributions deducted from my account?

You may log into BFBC's e-Giving site and give via credit, debit or checking. Once you authorize the transfer the contribution is transferred directly from your checking or card into BFBC's account.

Can I look up all of my donations online, even those that I gave while at church with cash or check?

No, the only transactions you can view online are the ones that were completed online. Please contact the church office for a complete record.

Can anyone who works at the church see my bank account or my credit/debit information?

No. No one at the church has access to any of your personal account information nor is any stored on our systems.

What information do I need to register?

If you want to give using a check you will need your bank's routing number and account numbers. These are printed on the bottom of your checks. For credit/debit cards you will need all of the information on the cards, account number, expiration date and the CCV number on the back.

It will also be helpful to have your envelope number with you in order to help us make sure we get your contribution information correctly entered.

What can I use to put into the collection basket or in Sunday School each week?

You may print out your acknowledgement page or the email that you receive when your transaction is completed.

What do I do if I forget my username or password?

If you forget your username or password, click on the "forgot" links on the login page. Fill in the information requested on screen and click "continue". An automated email will be sent with a temporary secured token to reset your password.

