



GUIDE TO GIVING & **FREQUENTLY ASKED QUESTIONS**

Why are we changing our method of giving?

Faith Church has a long history of strong giving in support of the ministries and missionaries at Faith. Every year the finance office processes more than two million dollars worth of donations, a good portion of which is immediately sent to missionaries around the globe!

We're always looking for ways to process gifts more efficiently (so it costs less to send your gift to the right place!), cut down on errors, increase security, and put the ability to control giving amount, frequency, and timing in your hands.

That's why we're switching to PushPay. This update will allow you to more closely control your giving, whether you want to "set it and forget it" or give different amounts at different times each month. This change will also help our finance office process your gifts more efficiently so we spend less money on overhead. Plus, PushPay uses industry-standard security protocols so you don't have to worry about your data.

Will I still be able to give to missionaries?

Absolutely! With PushPay you will be able to designate the amount of your choice to any of our more than forty missionaries and partners in Indy and around the world.

When does this change happen?

We're going one-hundred-percent live with PushPay on January 1st, 2024! You'll notice changes on January 1st in the Faith App and on the website at faithchurchindy.com/give, where new ways to give online will go live.

What do I need to do next?

That depends on how you currently give!

If you mail a check or drop your gift in the offering boxes, you can continue to give in the exact same way, but we need you to fill out an updated Designated Giving Form so that we send your giving where you want it to go. However, we would love for you to consider switching your giving to PushPay, where you'll have enhanced security and control over your gifts.

If you give through automatic giving where your bank sends us the funds, you can continue to give in the same way, though we need you to fill out an updated Designated Giving Form so that we send your giving where you want it to go. However, we strongly encourage you to consider switching your giving to PushPay. Making this change will allow you to change your giving designations and amounts without needing to inform the office. And PushPay uses the same level of security as your bank does, so you don't have to worry about your information becoming public.

If you give through automatic bank withdrawals where we withdraw the funds from your bank account, you can leave your giving as is, but we need you to fill out an updated Designated Giving Form so we send your gifts where you want them to go. However, we would love for you to consider switching to PushPay, as it will allow you more control and flexibility in the timing, amount, and frequency of your giving. Plus if you ever want to change your designations, you can make all the changes without needing to contact the office.

If you make occasional, one-time gifts you'll find that giving through PushPay is just as easy as mailing a check with a note written on it. You can give through our website (faithchurchindy.com/give) or through the Faith Church app!

If you give primarily through foundation gifts, charitable giving platforms, and/or qualified charitable donations, please contact the office at kristen@faithchurchindy.com and we'll help you with the process.

Where do I get one of those Designated Giving Forms?

You can grab a paper Designated Giving Form from the Info Desk on a Sunday morning, or [download it here](#), fill it out, and mail or email it back to us! Send it to the office "attn: Kristen King" or email to kristen@faithchurchindy.com.

In the past, I've given to church and to multiple missionaries and partners.

Can I still do that?

Of course! With PushPay you have the ability to set up, manage, change, and end recurring giving whenever you'd like. The initial set-up process will be a bit tedious, though. You'll set up each designation as its own recurring transaction, which will take a few minutes. But once you've set it up to recur, you won't have to do it again, and you'll be able to manage each designation separately in PushPay. Each designation will be a transaction (until a future upgrade) so you should take this into consideration when you choose the account from which you want to give.

If you want help, email us at kristen@faithchurchindy.com or sign up for a one-on-one appointment!

How do I prevent accidentally giving twice during this transition time?

That depends on how you give! If your bank is sending us your gift, or you're mailing or dropping off a check, you don't have to worry. But if we're automatically withdrawing your gift for you, then we'll cancel our automatic withdrawal when we see you've set up recurring giving in PushPay.

If you want to be absolutely sure, sign up for a one-on-one appointment [here!](#) We'll make all the changes right then and there. Or, you can grab us on any of the first three Sundays in January, after each service. We'll have volunteers set up in the Gathering Space to answer your questions and walk you through making changes.

And of course, you can always email us at kristen@faithchurchindy.com to let us know you changed your giving.

Does this new giving platform cost the church more than the old way?

Well, that depends on how you look at it—and how you choose to give! When you write a check, it doesn't cost the church anything to receive your gift; the bank doesn't take a fee off of the top. But, we spend staff time to manually input your gift and apply it where you want it to go. So it's not free.

If you give electronically through PushPay, there's a fee incurred on each gift, depending on how you give it. If you set up your gift for us to withdraw it from your bank account, the fee is only 1%. If you use a credit or debit card, then the fee is closer to 3%. You can choose to offset that fee when you give, and the system will automatically add a small amount to your gift to cover that cost. Giving through PushPay isn't free, but the church staff doesn't have to spend anywhere near as much time processing your gift and getting it to the right place.

When you set it up with your bank so that they send us your gift each time, then the fee is less than 1%, but our staff has to take some time to make sure we split your gift and send it to the right places.

Bottom line, nothing is free! And though PushPay has higher fees, we more than make up for the cost of the fees by needing to spend less staff time processing each gift.

How do I manage my giving?

No matter what method we choose to give to Faith Church, each of us has access to the church's online database, Church Community Builder (CCB). PushPay Giving works directly with CCB so when you log in to the database, you're able to see your giving history, change payment methods, edit future gifts, make one-time gifts, pay for event registrations, and more!

That means most of the things you used to have to ask the office for (like giving history statements) are now right at your fingertips, through the Faith Church app or online. If you have questions about your account or logging in, reach out to us by [email](#) or text.

But just a heads up: we starting brand new with PushPay in 2024, so any giving from 2023 or before won't be in PushPay. For that, you'll still have to ask the church office for access.

If all of this is too confusing, what do I do?

No worries! We know that managing financial giving can be a tedious and anxiety-producing process. All you want to do is give to missionaries and to your church, and we're asking you to learn how to use new technology. We get it, which is why we'll be available to help on the first three Sundays in January, down in the Gathering Space after each service. If you want more private, one-on-one help, we have appointments available after Christmas. [Sign up here!](#)