

FREQUENTLY ASKED QUESTIONS:

What is online giving? With online giving, you have the ability to make a financial gift to Stanwich from anywhere, at a time that is convenient for you, without having to write a check. You can make a one-time donation, or set up recurring donations so you don't miss an opportunity to give when you are away from the church.

What types of accounts can I give from? You can give online from your checking or savings account, or from your debit card or credit card.

Can I make one-time donation and/or set up a recurring gift? The system allows you the option of either making a one-time donation or setting up a recurring gift that is scheduled to process from your bank account, debit or credit card at a frequency you choose. For recurring gifts, you have several options including one time, weekly, or monthly gifts.

What information is needed to make an online gift? You will enter your name, address, payment method, payment amount, and fund designations. To set up a recurring gift, or if you want the ability to track your gifts online, you will be asked for your email address and a password to set up a Profile. Once your Profile is created, you can log in to make additional donations, view your online giving history, change your profile information, and change or cancel the amount or frequency of recurring gifts.

Are there any fees involved with online giving?

As the donor, you do not have to pay any fees for an online donation. However, the church does incur a small fee for processing. Online donations set up as e-check or transfers from your bank account are the most cost effective for the church. For debit or credit card donations, you may choose the option to help offset the cost to the church, which will automatically add the 2.75% fee to the total of your gift.

Can I designate my donation? You may designate your online donation to these Stanwich funds:

- **General Fund** – supports the regular operations and ministries of the church.
- **Missions Fund** - supports church outreach and mission's partnerships in our local community and throughout the world.

Will I receive a confirmation of my online gift? Yes. A confirmation page appears after a donation is processed which you can print for your records. If you provide an email address, you will also receive a confirmation email from cs@vancoservices with the details of your donation. Online donations also will be included in the quarterly donor statements that are provided by the Stanwich financial office.

How does Stanwich process online donations? Vanco Services handles all of the security necessary for processing the transaction and then transfers the money into the church bank account. The church receives electronic notification about donations. Donations are entered into our financial system just as with donations by check or cash. As with all financial gifts to the church, your online donations are confidential and known only to the financial staff.

Is it safe to give online? Yes. Vanco Services, our online giving provider company, is a PCI (Payment Card Industry) Level 1 Compliant Service Provider. PCI requires Vanco to adhere to a rigorous set of security standards and undergo comprehensive onsite assessments by independent auditors on a regular basis. Vanco is dedicated to protecting the personal information and privacy, security and confidentiality of its clients. View Vanco's complete Privacy and Security Policy [here](#).

Who do I call if I have questions? If you need assistance or have a question, please contact Judy Fine or Sheila Hyland at (203)661-4420.