

# GiveCentral FAQs

## **I really want to sign-up but I'm not that good with computers. Can you help me?**

Absolutely! You can come in to the parish office or call 847.358.7760 x104. Have your payment information (credit/debit card or checking/savings account) handy and we'll help you get started.

## **Do I have to register (create a profile) to make a donation or payment?**

No, but if you wish to use the convenience of recurring donations, you will need to create a profile. With a profile you can also run reports based on your donation history and print records for tax purposes. Also, if you donate to multiple locations (church, high school, etc..) you will see all your donations in one report.

## **Is my credit card or bank information secure?**

Absolutely! GiveCentral adheres to the rules of security set forth by the Payment Card Industry (PCI) to prevent security breaches, and is fully PCI-compliant. We do not store your payment method data in the parish office and only you have complete control over whether parish administrators can view your confidential card and bank information in GiveCentral.

## **Does St. Theresa Parish keep all of my donations made at [www.givecentral.org](http://www.givecentral.org)?**

Yes! Every penny of your donations made at givecentral.org goes to its intended recipient. There is no portion withheld or sent to Archdiocese or other group unless specifically directed. Your Sunday offerings stay at our parish and second collection donations go to their respective organizations.

## **Will the parish receive less money if I make my donations online using a credit card or electronic check?**

Yes and no. While it's true there are fees associated with electronic payments, we enjoy exceptionally low rates due to our non-profit status. And, that low transaction discount is more than offset by savings in labor and other costs associated with handling paper and cash donations. So in the end, it costs us less when you donate regularly using [www.givecentral.org](http://www.givecentral.org).

## **Won't it look odd if I don't put anything in the Sunday collection basket?**

So many people donate electronically, or write just one offering check per month (paper checks are expensive!) that it's becoming quite common to see churchgoers skip the offering basket. No one will give it a second thought, but if you would like to drop a note in the basket indicated you've paid online, please feel free to print out the offertory slips above.