

Online Giving Frequently Asked Questions

Q: Is it safe to give online? Yes. In many ways giving online is safer than writing a check or giving cash. An electronic gift cannot be lost or stolen.

Q: What types of bank accounts can I give from? You gifts can be deducted from either your checking or savings account.

Q: What is the preferred method of Online Giving? BBC prefers that you submit your online gift in the form of an ACH (electronic check) transaction, because it costs our church less per transaction.

Q: Can I give with my debit/credit card? Not Preferred. BBC's leadership has decided to allow gifts to the church to be charged on a debit card. Although many people pay their credit card balances each month, many people also struggle in this area. Also, this type of transaction costs the church much more per transaction.

Q: Do I incur any fees involved with giving online? No. You will not pay any fees with an online gift. Giving online allows staff to process your gifts more efficiently, providing for better stewardship of your offerings.

Q: Can I make a one-time contribution? Yes. You may make a one-time contribution or set up a recurring contribution that is scheduled to be deducted from your bank account at dates specified by you during the month.

Q: If I want to set up a recurring gift, what are my options for frequency of my gift? You may schedule gifts to be given weekly, twice a month, every two weeks or once a month.

Q: Can I change my personal information or the amount or the frequency of my gift once I have set it up? Yes. You can change or cancel your contribution at any time before the date of your next contribution. Log in to the system using your user name and password and make the necessary changes in the system. *(Per IRS regulations, once a gift has been made to the church it cannot be refunded.)*

Q: Can I review my donation history online? Yes. The site will allow you to view the history of your online contributions for a rolling 52 week period with data beginning 2011. *(Please note that donations you make with a check or in cash will not be reflected on this record and therefore the online history screen should not be used for tax purposes.)*

Q: Will I still receive regular contribution statements from the church? Yes. BBC will continue to send contribution statements to your address on file for tax purposes.

Q: When will contributions be taken from my account? Contributions will be taken from your specified bank account within 48 business hours of the date you requested. This time frame allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day.