



Frequently Asked Questions

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Why is MVCC offering this online giving option?

Technology has given us new ways of giving, and many have expressed a great interest in donating online. This system allows you to give a one-time gift, set up recurring contributions, or a combination of the two. This online giving option may not be for everyone, but many in our congregation handle all or most of their finances online, and have desired an online method to give their tithes and offerings.

How does MVCC's online giving work?

We selected E-Giving.org to provide a secure online giving service for MVCC. You will create an account on the secure site and setup direct debit from your checking or savings account. Direct debit is the secure electronic transfer of an authorized payment from your checking or savings account into MVCC's account.

Can I use my credit card to give to MVCC?

No, at this time, this is not being offered. Although many online giving services accept credit cards, we have decided to not provide this option as we did not want to encourage additional use of credit cards that could potentially increase anyone's debt. Also, the fees to the church for credit card transactions are higher than the currently offered withdrawal fees.

Can I designate my offerings to the general fund and/or building fund?

Yes, these and other designations can be assigned as part of your setup process.

Can I designate the time of month that my gift will take place?

Yes, you have the opportunity to set up your giving on a weekly, biweekly, or monthly basis, and can designate the approximate date of the month that the gift occurs. Each gift can be designated to one or more MVCC funds. You will receive an automated e-mail from E-Giving.org each time a gift is processed.

Can I try out the service by giving one time?

Yes. You may try online giving by selecting "One Time" in the frequency drop down box after the signup process. You will see how easy and efficient the process really is.

What fees are there for using this online service?

There are no fees to you. The fee to the church is nominal, ranging from \$0.20 – \$0.50/transaction, depending on MVCC's monthly transactional volume.

What will this transaction look like on my bank statement?

The gifts to MVCC made via the E-Giving service will be identified as "E GIVING". It will not say MVCC.

How can I keep record of the amount I have contributed?

In addition to receiving emails confirming each gift, you can log into your E-Giving account and check the "Year-to-date Transaction Summary" anytime. Also, MVCC will continue to provide you with a printed personal giving statement at the end of the calendar year for your tax records.

What if I change banks or accounts or want to change the amount of my contribution?

You can change this information at any time on the "View/Edit Member Profile" page.

Are online contributions secure?

Yes. An online contribution is safer than writing a check, and it can't be lost, stolen or destroyed in the mail. Strict national rules and guidelines govern all Electronic Fund Transfer (EFT) transactions. Over four billion EFT transactions are processed annually in the United States. [Click here](#) for our provider's security information.

Who can I talk to if I have more questions?

Contact: Pam Wilson at 301-831-1292; e-mail: office@mvccfrederick.com
