

How does *Faith Direct* work?

This secure program works directly with your bank, credit, or debit card in the same way as other electronic funds transfer systems you may already conduct (such as utility bills or your mortgage payment). All transactions are done electronically, debiting your bank account or charging your credit/debit card automatically for the amount to which you have agreed in writing. It is a hassle free, simple solution for today's busy families.

Can any additional funds be taken from my account other than what I have authorized? No! We process only the amount you designate for your church, and only you can change the amount of money that may be processed on a monthly basis. We will not disclose any nonpublic personal information except as required by law. We maintain physical, electronic and procedural safeguards that comply with federal and payment card industry standards to safeguard your information.

When do the transactions take place?

On the 4th/15th of each month (or the next business day), your donations will be processed in one monthly transaction for the total offertory, campaign and/or second collection contribution amounts you have authorized. Your church will receive your contribution within five business days.

How can I be sure that my gift is going to my Church?

Your church will receive a monthly report detailing your gifts for that month. *Faith Direct* will provide you with an annual contribution statement for tax purposes. Your contributions to your church via *Faith Direct* are tax-deductible to the extent allowed by law.

Are there any fees associated with *Faith Direct*?

There are no fees to sign up or use *Faith Direct* for your donations. Your church pays a flat monthly service fee which is based on your parish size and is not a percentage of your donations. Your church is also responsible for the 2-3% fees charged by the credit card companies. There is no fee charged for bank account debit.

Can I stop, increase or decrease my payment at any time?

Yes, you can contact *Faith Direct* by calling us toll-free at 1-866-507-8757, or by using an email form, or by accessing your account online.

How does my church benefit from my participation in *Faith Direct*?

We understand that people are not always able to be physically present at the Hall Newman Center, yet believe in and want to support our ministry and mission. With Faith Direct eGiving, your community will see a substantial increase in net revenue, a decrease in administrative costs, and a clearer picture of cash flow for your church's needs.

I would feel strange not placing a check or envelope in the offering basket. What should I do?

We realize that the offertory collection is an important part of church services. For those enrolled with *Faith Direct* we provide "offertory cards" to drop in the collection basket as a visible sign of your electronic donations. These cards indicate your name and the name of your church. They are not specific to a particular collection, and can be used as often or as infrequently as you'd like. We send a packet of cards approximately

two weeks after we receive your enrollment, and again each year on the anniversary of your enrollment. If you run out of offertory cards, please email or call to request more.

When will my automatic contributions begin?

If we receive your mailed enrollment form before the last business day of the month, or if you enroll online before midnight on the last day of the month, your donations will begin with the following month.

What is my church code?

The church code for the Hall Newman Center is NY667.

How do I sign up?

You may sign up online today at Faithdirect.net or request a paper enrollment form.

I'd like to access my account online. How do I do that?

Click [here](#) to access your account online or if you enrolled via mail call our toll-free number to set up your username and password for online access to your account. If you have forgotten your username or password, you may call *Faith Direct* toll-free at 866-507-8757, or use the online resource at faithdirect.net to retrieve/change your password.

How do I retrieve my Tax Statement detailing my contributions from the previous year?

Faith Direct mails Tax Statements on or before January 31 for contributions made in the previous year. If you have a username and password for online access to your *Faith Direct* account, you may also access a summary of your gifts using the View Giving History function of the *Faith Direct* account management system. If you do not receive a mailed tax statement, or are unable to access your account online, please contact *Faith Direct*.

Do I have to re-enroll in the Faith Direct program each year?

You are not required to re-enroll in the *Faith Direct* program each year, enrollment carries over from year to year. You can change your gift amounts at any point throughout the year by contacting *Faith Direct* on our toll free-number 866- 507-8757, submitting an updated enrollment form by mail, or by accessing your account using our online account management system.