

Common asked FAQs: Everything you need to know about RCCG HOP Give.

How can I give to my church?

You can simply give online or by text. For a one time payment, simply click the Give Now button on the give page. If you need to set up a recurring gift, set up your account and then you'll be able to see your giving history and manage your account.

How do I view my giving?

To access your giving statement online, log into the account you previously created. If you've previously logged in, simply click log in. If this is your first time giving online, click Sign Up and follow the prompts. If you need any assistance logging into your account, please contact the Finance Department at finance@rccghop.ca.

Does it cost me anything?

Nope! It costs you nothing to give to your church using the online giving platform. However, you can choose to cover/not cover the fees associated with processing your online transaction. Usually 2.9%+ \$0.30.

Is my Credit / Debit card information secure?

Yes! We take data and payment information security very seriously. All sensitive financial information is stored with bank-level security. All information transmitted to our banking partner and on our site and Tithely is done via an encrypted HTTPS (SSL) connection and stored to PCI DSS Level 1 compliant standards.

How will I know when my credit, debit, or ACH is charged?

Anytime you donate, you will receive an email confirmation.

What if I accidentally type the wrong amount?

If you make a mistake giving, make sure to contact the finance department and they can refund the wrong amount, and then you can make another donation for the correct amount. Refunds may take up to 7 business days to appear back in your account.

How do I edit my information?

You can simply create an account on the giving platform where you will be able to manage and update all your account information.

How do I change/cancel my recurring gift?

To change your auto-recurring gift fund/designation, you will need to delete your existing recurring gift and then set up a new recurring gift. Instructions on how to do this can be found [here](#).

How do I change/update my payment method?

If you already have an account and would like to change your payment information, you can do so by logging into your account online and clicking on "Payment Methods" in the menu bar. You will need to delete your old form of payment and add a new one. For a step-by-step walkthrough of this, you can [learn more here](#).

Will I receive a giving statement?

Yes, we provide giving statements yearly if you have given during the period of the statement. Our ability to provide you with a statement is based on having your most up to date contact information.

What is the deadline for annual contributions?

Cash and check contributions must be received or postmarked by December 31st to be included in your giving statement for that year. Online transactions must be initiated by 11:59 pm Mountain Time on December 31st to be included. Please contact the Finance Department at finance@rccghop.ca or during business hours at 403.590.1986 with any questions about the contribution's deadlines.

What is Tithely?

Tithely is our giving platform that allows you to give a single gift or schedule recurring giving using your checking account, debit, or credit card.

I have a few more questions.

If you have any further questions, feel free to reach us at finance@rccghop.ca