

**Is my online giving secure?**

Yes. We've taken steps to ensure that the giving process is safe and secure from beginning to end. All of your giving data is secured by SSL (Secure Socket Layer) encryption, the same technology used by banks and e-commerce companies to keep your information safe and secure during transactions.

**Can I use an e-check for my donation?**

Yes! In fact, it's the best way to give so that the church can avoid paying a 2-4% transaction fee that credit cards charge. Please note there will be an automatic charge to your account for any e-check that is returned due to insufficient funds.

**Can I set up recurring giving?**

Yes. To set up recurring gifts, with many frequency options, select the recurring option on the 'Giving' tab in the Online Community.

**How do I update my credit card/bank account information, or change the amount or frequency of a contribution?**

You can edit or delete a scheduled contribution at any time, including the credit card, bank account, date, frequency and amount. Just click on the 'Giving' tab in the Online Community.

**I don't attend Living Word. Can I give through the Online Community?**

You can give as a guest on our website [www.livingwordnc.com](http://www.livingwordnc.com). Choose Give and then click on the guest giving link.

**I don't have an account for the Online Community. How do I create one?**

It's easy to get started! If you are a regular attender, just go to our website [www.livingwordnc.com](http://www.livingwordnc.com) and click on the 'My Account' link at the top right header bar of the web page. Then click on the "Create an Account" link on the login screen. Follow the instructions and you will be set up in a few minutes. Please be sure the email address you use when setting up your account matches the email we have for you in our system.

**Will I still receive my year-end contribution statement?**

Yes, we will continue to provide your year-end giving statement for tax purposes. Your account in the Online Community must have a correct mailing address.