

## **FAQs**

1. Can I set up recurring donations? Yes. This can be done through Online Donations by choosing the “recurring” donation option or through your own bank’s on-line banking system.
2. Will my contributions be reflected on my annual giving statement? Yes
3. What if I change banks? You can make changes to your account through Online Donations at any time. Just be sure to set up an account and a personal password when you first visit the site.
4. Can I update the frequency or amount of my donation? Yes, the amount can be updated at any time through the Online Donations site.
5. How do I get help? By following the easy links in the GIVING section of the church’s website ([www.hollytreechapel.com](http://www.hollytreechapel.com)). You can also call the church’s Business office if you need further assistance (903/769-3051).
6. Can I use a credit or debit card? Online Donations accepts Master Card, Visa and American Express cards.
7. Can I just try this once? Yes, your donation through Online Donations can be designated as a “one time” donation.
8. When is my donation charged to my account? Usually your donations through Online Donations will appear on your account activity within 3 business days, depending on when weekends and bank holidays fall.
9. Do I pay any additional fees to give online? No. Your online donations do not cost you anything. Most banks do not charge fees for their on-line banking services; however, if you are giving through the on-line banking of your own bank, you will need to check with their schedule of fees to be sure.