Common FAQs for Donors

###### Everything donors need to know about Tithe.ly

1. **How can I give to my church?**

You can [download the Tithe.ly giving app](https://get.tithe.ly/download-tithely-app) where you will be able to find your church and give! It only takes a couple minutes to set up your account and then you'll be able to see your giving history and manage your account. You can also give online by visiting your church website or the Tithe.ly website. [More info here](http://help.tithe.ly/giver-donor/how-do-i-give-to-my-church).

1. **Does it cost me anything?**

Nope! It costs you nothing to give to your church using [Tithe.ly.](http://Tithe.ly) However, you can choose to cover the fees that will be charged to the church. These amounts will be included on your tax receipt as additional donations.

1. **Is my financial 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 is done via an encrypted HTTPS (SSL) connection; and stored by our banking partner to PCI DSS Level 1 compliant standards.

1. **How will my data be used?**

Your personal data will **never** be sold, traded, or given out to third parties.

1. **How will I know when my credit, debit is charged?**

Anytime you're charged you will receive an email confirmation.

1. **How long does it take for my church to receive my gift?**

It usually takes about 2-3 days between the time you give and when it appears in your church's bank account.

1. **What if I accidentally type the wrong amount?**

If you make a mistake giving, make sure to contact your church 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.

1. **How do I edit my information?**

You can [download the Tithe.ly giving app](https://get.tithe.ly/download-tithely-app) where you will be able to manage and update all of your account information.

1. **How do I change/cancel my recurring gift?**

In order to change your auto recurring gift fund/designation, you will need to delete your existing recurring gift and then setup a new recurring gift. Instructions on how to do this can be found [here](http://help.tithe.ly/giver-donor/how-do-i-change-my-auto-recurring-giving-funddesignation).

1. **How do I change/update my payment method?**

If you already have an account with [Tithe.ly](http://Tithe.ly) and would like to change your payment information, you can do so from the [Tithe.ly](http://Tithe.ly) app or 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 walk through of this you can [learn more here.](http://help.tithe.ly/giver-donor/how-do-i-update-or-remove-a-payment-method-credit-card-debit-card-bank-account)

If you have any further questions talk to your Tithe.ly rep at your church or feel free to reach us at [hello@tithe.ly](mailto:hello@tithe.ly)