

## **FREQUENTLY ASKED QUESTIONS**

### **Monthly Automatic Donation Program**

#### **How do I sign up?**

Sign up by completing a Monthly Automatic Donation Form, attaching your voided check, and turning it into the church office.

#### **After I turn in my form, when will my first donation be withdrawn?**

All forms will be processed as soon as possible, and you will receive an E-mail confirming the effective date.

#### **How will this show up on my bank account?**

The withdrawals will appear on your bank statement with the description "Electronic Withdrawal St. Mary's Orthodox Cathedral" (or something similar--the wording can vary by bank).

#### **Am I charged any fees to use this program?**

No, this program is free to use for everyone, including non-parishioners, non-members, and members of other parishes or churches.

#### **What does it cost the church to do this?**

The church pays a flat fee of \$35.00 per month for unlimited donations. There is no fee per transaction and there is no percentage rate fee. If a parishioner donates \$100, the church will receive \$100.

#### **What happens if I don't have sufficient funds in my account at the time that the withdrawal takes place?**

Your bank will reject the transaction and may assess you an overdraft fee. The church will also incur a reject fee of \$4.00. To avoid these fees, please make sure you have adequate funds in your account at the time of the withdrawals.

#### **Does this work with all banks and bank accounts?**

This program will work with all US banks and bank accounts that are open for ACH debits. Generally, any checking account at a major bank will work. Some savings accounts and most investment accounts will not allow us to withdraw funds.

#### **Will these donations be included on my year-end contribution statement provided by the church office?**

Yes, all automatic monthly donations are recorded the same as any other donation and will be included on your year-end contribution statement.

#### **What if I want to change my donation amount or the withdrawal date?**

Complete a new Monthly Automatic Donation Form and mark CHANGE at the top. You will receive an E-mail confirming the effective change date.

### **What if I want to change the bank account used for my withdrawals?**

Complete a new Monthly Automatic Donation Form and mark CHANGE at the top. Included a voided check from the new bank account. You will receive an E-mail confirming the effective change date.

### **How do I stop my automatic donation?**

If you need to stop your donations, please email your request to [donations@stmarysoca.org](mailto:donations@stmarysoca.org) or contact the church office at 612-781-7667. You will receive an Email confirming the donations have been stopped.

### **Can I donate to other funds besides the General Fund?**

Currently you can choose to donate to the following funds: General Fund, Cemetery Operating Fund, Kitchen Project or Cathedral Repairs.

### **Will I keep receiving my regular donation envelopes?**

Yes, signing up for this program does not affect the delivery of your envelopes. You can continue to use envelopes for any additional donations you would like to make to the General Fund or the Restricted Funds (Cemetery, Cathedral Repair, Kitchen Project, and Missions). If you prefer not to receive envelopes, just notify the church office and this change will be made.

### **What are the benefits of the Automatic Donation program?**

- Saves on envelope and postage costs.
- Provides greater internal controls and audit trails.
- Saves hours of work each week for office administrator & financial officers.
- Simplifies budgeting and cash flow management for the treasurers.
- Less chance of error because no manual handling of \$'s are involved.
- Automatic donations are an easy way to help with your personal budget and make certain you are able to fulfill your financial stewardship goals (even when you are unable to attend church).

### **How many people are currently enrolled in the Automatic Donation program?**

Currently over 100 parishioners are enrolled, and the response has been very positive from all participants.

### **What if I still have questions?**

Please e-mail your questions to [donations@stmarysoca.org](mailto:donations@stmarysoca.org) or contact the church office at 612-781-7667.

Thank you for your considering this program!