

HINSDALE SDA CHURCH

ONLINE GIVING FREQUENTLY ASKED QUESTIONS

February, 2008

General Questions

How do I access Adventistgiving.org?

Visit <http://www.hsdac.com> or <https://www.adventistgiving.org/?OrgID=ANF4I1>

Do my tithes and offerings still go through my local church?

Yes. 100% of the funds are routed through the local church.

Do I have to use a credit card?

You may use either a credit or a debit card. AdventistGiving accepts debit cards with the Visa® and MasterCard® logos, and Visa®, MasterCard® and Discover® Network credit cards.

Is my credit card information secure?

As privacy and security are top priorities in this program, state-of-the-art security measures are in place. For more information, read our Privacy Policy. Examples: your password is required to be 7 characters and contain a “special character” (*&^%\$#@!~.,/?)

Who will know what I am giving?

Your password, login and state-of-the-art security measures protect your privacy online. Only your church treasurer will have knowledge of your giving, as is the case with regular cash and check contributions.

What do I do if I don't see the fund to which I want to donate to?

AdventistGiving has more than 900 offering categories from which to select, and you will likely find the category you want. However, if you do not see an offering category listed, you can still give cash or a check at your local church. You may also contact your local treasurer if you wish to request a category be added to AdventistGiving.

How long will it take for my church to receive the money I give online?

The funds are sent to the church checking account electronically on a monthly cycle. When giving cash or check in the church offering plate the funds are available immediately for the church to use – so there is some cash flow delay to the church when funds are given online.

How do the local church treasurers keep track of this method of giving?

After receiving a monthly electronic report of all AdventistGiving transactions, the local church treasurer incorporates this group of givers into the monthly report to the church and conference. The local church treasurer then disburses the contributions in harmony with the givers' intentions.

Who issues my receipt?

Your local church issues the official tax receipts for all monies given through AdventistGiving. Although AdventistGiving sends an e-mail confirmation when you make a contribution online, you need the receipt issued by your local church to use for tax purposes.

Who pays the credit card transaction fees?

The North American Division pays the transaction fees to ensure you get full credit for your contributions.

Can I still use the old familiar cash and check method of giving?

Yes. AdventistGiving is simply another method available to you.

Once I establish an AdventistGiving account, am I always required to give online?

No. You can use all available methods at anytime.

What if I make a mistake when completing my transaction?

Contact your local church treasurer for assistance.

Does this system give more money to the conference?

No. All percentages and destinations remain the same as in the regular system.

Can I make tuition payments to my child's Adventist school through AdventistGiving?

Not at this time. AdventistGiving accepts only tax-deductible contributions; school tuition is not tax-deductible.

Can I schedule future payments or setup recurring future transactions?

Not at this time. AdventistGiving has chosen not to offer these features to enhance system security. Doing future or recurring transactions would require your credit card or debit card information to be stored on the server.

Stewardship Questions

Why should I give tithe and offerings?

We give tithe and offerings because God asks us to. It is our acknowledgment that everything is God's and that we are His stewards. God also says He will bless abundantly when we give out of thankfulness and love for Him. (Malachi 3:10-12, Psalm 24:1, Psalm 8:6, Deuteronomy 16:10, 11.)

What is tithe?

Tithe is 10 percent of what God has blessed us with. Returning the tithe to God demonstrates our faith in and partnership with our Creator and Redeemer. Tithe funds are used for ministerial salaries, the salaries of Bible teachers, and the operation of the administrative ministry centers of the Seventh-day Adventist church on the local conference, regional, and world church levels. (Hebrews 7:2; Genesis 28:22)

What are offerings?

Offerings are expressions of gratitude, beyond tithe, that we choose to give. (Deuteronomy 16:17)

Isn't this new system rather worldly?

In Biblical narrative, giving was based on the method of exchange current with the time, such as offerings of animals and produce. Today, we live in an economy that uses cash and checks as the primary method of payment and exchange. However, this method is giving way to electronic exchange. The AdventistGiving plan simply allows desiring individuals a chance to give in the same manner as they do when completing their other financial transactions.

What about the worship experience of giving?

After your credit card is processed, you'll receive a Confirmation of Giving page via email that you can print for your records. If you wish to enhance your worship experience by contributing to the offering plate on Sabbath, cut off the bottom portion of this confirmation page to take with you to church.

How does the AdventistGiving option affect the Personal Giving Plan?

The Personal Giving Plan, encouraged and promoted by the Stewardship Department, is still in place. The personal Giving Plan is now available for those who give online through AdventistGiving, as well as for those who place money in the church offering plate.

Is it acceptable to go into credit card debt when making a contribution?

The program does not encourage debt. The AdventistGiving option is for the convenience of those who prefer to do their banking and financial transactions online.

Is this just a strategy to get more money from church members?

No. Many church members are expressing an interest in online giving, and technology offers the means to do so conveniently and securely. Although we realize this option is not ideal for everyone, it is an instrument that serves the needs of many people.

AdventistGiving Privacy Policy

AdventistGiving recognizes the sensitive nature of your personal and financial information. It is our highest priority to ensure the confidentiality of any information you provide and we take a pro-active approach and appropriate action to protect your privacy. When you entrust AdventistGiving with your information, you can be certain it will be used only within our strict guidelines:

How We Protect Your Information

- We do not sell, rent, or exchange any individual personal or credit card information with any Adventist or non-Adventist organizations.
- Within AdventistGiving, we safeguard your information carefully using the latest industry-standard security methods available. We use firewalls to block unauthorized access by individuals or networks and use secure transmissions such as Secure Socket Layer (SSL) to encrypt information between you and AdventistGiving. As an additional safeguard, we also encrypt all backup tapes for AdventistGiving.

Who Can See Your Information

In order for you to be able to return your tithes and offerings online through AdventistGiving, registration is required using a valid email address. Registration is free to anyone. Personal information and offering details provided are kept confidential between you and your local church. No credit card information is stored under any circumstance and only the total amount of your offering is immediately submitted to the bank for processing. Credit card numbers are used only for processing your offering and are not used for any other purpose.

How AdventistGiving Uses Email

AdventistGiving will never send emails asking for personal or account information such as passwords or credit card numbers. In most instances, we will not send you emails unless you have initiated an email dialogue with us or you have previously requested us to communicate with you in this manner.

Temporary Cookies

AdventistGiving uses temporary cookies while you are logged into the site. As soon as you exit (the browser or AdventistGiving site), the cookie is deleted. If you turn off cookies in your browser, AdventistGiving may not be accessible.