



## ONLINE GIVING FREQUENTLY ASKED QUESTIONS

### **Why are we switching to Subsplash Giving?**

We're switching online giving providers so we can more easily integrate our giving with a new FOL app and website. In addition, the giving process will be easier and more convenient for both existing and new donors. Subsplash will help our administrative processes to be more efficient, including end-of-year giving letters. Finally, the move will save money for FOL.

### **Are Subsplash transaction rates comparable with Vanco?**

Yes. The credit/debit processing rate is 2.3% (but decreases as our giving increases). ACH Transactions have a 1% rate (which will also decrease) and there are no transaction fees.

### **What do I need to do?**

We encourage everyone to create an account on Subsplash Giving. (Note, if you have a recurring gift on your Vanco account, please login and stop future gifts. You will then be able to set up a new recurring gift on Subsplash.) You may also continue to give your tithes and offerings with checks.

To start giving on Subsplash, follow the directions below, or visit [bit.ly/SubsplashHow](http://bit.ly/SubsplashHow) to create a new account.

1. Go to [www.folcov.org/giving](http://www.folcov.org/giving), click on the Subsplash link or button. (Or visit this link: <http://bit.ly/FOLGiving>)
2. Enter the amount of your gift and select
3. Click on "Continue with e-mail"
4. Either login or sign up for an account.
5. Verify your e-mail.
6. If you are giving through your bank account, you will receive an e-mail from Subsplash (Subject: "Bank account verify reminder") that will ask you to verify the amounts of two small deposits made into your bank account in your online statement. This is done to make sure that future gifts are withdrawn from the correct bank account. (The process is similar to verifying your account in an app like Venmo.)
7. Once you verify the amounts, you can give through your bank account.

Since there are fees for giving online, we ask you to consider covering the transaction fee in addition to making your gift.



**What else do I need to know?**

We will be phasing out Vanco in the coming months, so we would like everyone to switch over to Subsplash as soon as possible. Set up your account at the Subsplash giving site. Link: <http://bit.ly/FOLGiving>.

We are currently working to launch a new website and app that will allow you to give in a hassle-free way.

Thank you for your faithful giving!

If you need help, please feel free to e-mail Alice ([alice@folcov.org](mailto:alice@folcov.org)) or Tim ([tim@folcov.org](mailto:tim@folcov.org))