



Online Giving FAQ

Q: How does online giving help Antioch?

Online gifts are a more cost efficient way for the church to process donations.

Q: Is it safe to give online?

Yes. In many ways giving online is safer than writing a check because an electronic gift cannot be lost or stolen. The security of the system is continually managed by our church's secure management site, Fellowship One, and our merchant processor, Sage Payment Solutions.

Q: What is the church's Credit Card Policy?

Although we accept credit cards online, Antioch encourages you to live a debt-free lifestyle. When/if you use a credit card, we ask you to exercise integrity and only give to the church if you have cash in your bank account to cover your donation.

Q: What types of bank accounts can I give from?

You can give online from your checking or savings account, MasterCard, Visa, American Express or Discover.

Q: Are there any fees involved with giving online?

You will not pay any fees with an online gift. It is, however, more advantageous to the church for you to give using Automatic Check Handling (ACH) rather than via a debit or credit card. The church will be charged, on average, 2.75 percent of the donation amount to cover the processing fees of debit and credit card donations. ACH transactions only cost the church 50 cents per transaction.

Q: Do I have to have a login to give?

No, you can give without logging into your account by selecting the one-time gift button. Your gift will still be credited to your account and appear on your annual giving statement.

Q: If I want to set up a recurring gift, what are my options for frequency of my gifts?

Recurring gifts may be made weekly, every two weeks, twice a month or monthly.

Q: Can I change my personal information, the amount, or the frequency of my gift once I have set it up?

Yes, you can change or cancel your contribution at any time before the date of your next contribution. Simply log in using your username and password to make the necessary changes. Or you can email your changes to giving@antiochfortworth.com.

Q: My credit card was declined. What does this mean and what do I do?

The approval or decline message comes directly from the issuing bank. As the cardholder, you will need to contact the issuing bank to verify why the card was declined. Cards are declined for various reasons; the most common is an unmatched address. We do not recommend attempting to run this card again as a hold is put on the funds for three to five business days for the amount of each submitted transaction that is declined.

Q: When will contributions be taken from my account?

Contributions will be taken from your specified bank account within 48 business hours of the date you requested. This timeframe allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day.

Q: Can I designate my gift to a particular cause?

Yes, you can designate your gift to go toward specific funds as listed in the drop down list on the giving form. We may also add additional causes at specific times.

Q: How will I know that I set up my gift correctly?

You will receive an email verifying your contribution immediately after submitting your contribution.

Q: Will I still receive regular contribution statements from Antioch?

Yes. We will mail quarterly giving statements to all donors. For the fourth quarter we will send a year end statement by January 31. You can also print off your giving statement at any time by logging into your online account.

Q: Can I review my donation history online?

Yes, you are able to view the complete history of your contributions, given either online or otherwise. Once you've created an account you can view your history at any time.

Q: I have an account but I cannot see all the gifts given by my family.

Unless otherwise noted, gifts are designated to the household rather than a specific individual. When you login, you should be able to see each gift made from your household. If not, please email giving@antiochfortworth.com or call 817-922-8333.

Q: Are my gifts tax-deductible?

Gifts to Antioch are tax deductible. According to IRS guidelines, such gifts remain under the jurisdiction and control of the Board of Directors of Antioch.

Q: How do I make a gift "in memory of" or "in honor of" someone?

We are only able to facilitate processing "in memory of" or "in honor of" gifts given by check. Simply indicate this intent when you give your gift. At your request, a letter may be sent from Antioch to the person or family you are recognizing with your gift. To facilitate this, please provide the appropriate name, address and specifications (e.g. Do you wish to be named? May we share how much was given to the church?). If you have any questions related to an "in memory of" or "in honor of" gift, please email giving@antiochfortworth.com.

Q: Can I give using my bank's bill pay system?

Yes, you can submit your donations through your personal bank's online bill payment service. Indicate Antioch as your payee, specify the ministry area (tithe, building, etc.) you are wishing to donate towards as the account, and use the following information for the payee address:

Antioch Community Church
5023 Trail Lake Dr.
Fort Worth, TX 76133

Your bank will send Antioch the payment, and we will record it towards your giving records just as if you had written the check yourself.

Q: Can I give a gift of stock?

Yes. Please contact us at giving@antiochfortworth.com or 817-922-8333 to obtain the details for a stock gift.

Q: What is your refund policy?

By making a charitable gift to Antioch the donor understands that charitable donations are not refundable.

If an individual is participating in a short-term trip and the individual is unable to attend the trip for any reason, those funds are also not refundable unless the entire trip is cancelled by the organization.

If you have made an error in making your donation (i.e., the amount you entered was incorrect), we will honor your request for a refund made within 15 days of your donation. Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card. Refunds are generally credited to your account within five to seven business days after submitted to our merchant processor.

Q: What if my question is not answered here?

If you have any questions or if we can help you further, please email giving@antiochfortworth.com or call us at 817-922-8333.

