

FAQ - Online Giving @ C1

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.

Does it cost me anything?

Other than standard text messaging and data rates, there aren't any fees!

Does online giving cost the church money?

Yes. However, the fees for using a bank account (ACH) are 2% less than processing a credit/debit card. You can essentially increase your giving to C1 by 2% simply by using your bank account.

Can I set up automatic recurring gifts?

Yes. This is the simplest way to give and not miss a beat when life gets busy. Text EDIT to 630-755-6621 and change your donation to a recurring schedule.

Is my information sent in a text message?

We never send any personal or financial information via text message. We simply facilitate giving. Your personal and financial information is always encrypted and stored securely.

Is my Credit / Debit card Information Secure?

Yes. All sensitive financial information is stored with bank level security. All information is encrypted and stored by our banking partner to Level 1 PCI compliant standards. Additionally, all transmission to our banking partner and on our site is via an encrypted HTTPS connection.

How will my phone number be used?

Your phone number will **never** be sold, traded, or given out to third parties. You will only be sent a text to confirm your giving and to receive responses to other requests you make.

How will I know when my credit card is charged?

Anytime your card is charged you will receive both an email and a text message confirmation from our system.

How secure is this system?

All sensitive financial information is stored with the highest bank level security. Your phone number will never be sold, traded, or given to third parties. You will only be sent text messages to confirm your giving.

What if I accidentally type the wrong amount?

When you make a gift, you will receive a text confirmation that re-states the amount given. If you made a mistake, you can respond with the word "REFUND" within the first 15 minutes and you will not be charged. After 15 minutes, you can [send us an email](#), and we'll contact your church for approval to process your refund. [Learn more.](#)

Is it case sensitive? Do I have to put a \$ symbol?

Nope! Gifts will work as 100 or \$100 or \$100.00 or 100.00 etc. Any text you enter is not case-sensitive. We also recommend double-checking the amount before sending your text.

How do I unlink my phone number from Give.Church?

If you wish to close your account or change your phone number please [send us an email](#).

How do I edit my information?

Simply text the word "EDIT" to your church's Giving Number and you'll be given a link to your Account Settings page.

What is the phone number I text and whose is it?

The phone number you are texting is a secure number that belongs to C1, through Give.Church. The number is used exclusively for giving.

What is KINDRID?

KINDRID is a non-profit organization dedicated to unleashing generosity. We partner with them for text and online giving.

What is Give.Church?

Give.Church is KINDRID's entirely new approach to giving. They've built a unique system breaking down barriers and making giving more personal and easier than ever before.