

Frequently Asked Questions About Electronic Bank Transfers

Here's how to answer some common questions your donors may have about electronic bank transfers:

What are sustaining donations?

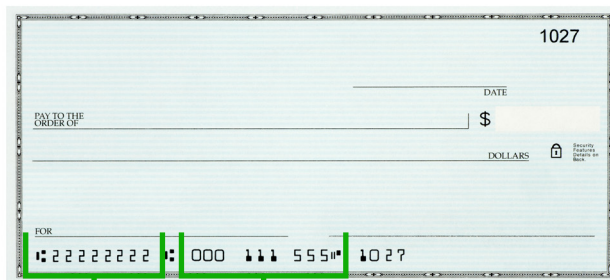
When you sign up to make automatic recurring gifts, typically monthly, we call them "sustaining donations." It's a way for you to offer continuous support. After you set up your recurring payment, you will continue to contribute until you tell us to change the amount of your gift or cancel it.

What is an electronic bank transfer, and why should I use it to donate?

Electronic bank transfers are electronic payments that are easy, secure and cost effective. While you may not be familiar with electronic bank transfers, you probably use them for your mortgage or other recurring payments. When using an electronic bank transfer, funds are withdrawn from your checking or savings account based on your instructions and transferred electronically — in this case, to support our mission.

How can I set up a sustaining donation using electronic bank transfer?

You will need your account number and your bank routing number, which can be found on the bottom left of a check, or you can look them up in your online banking portal. Call us and we will help you get set up or visit our website to donate online.



Routing
Number

Account
Number

Can I make a one-time donation?

With electronic bank transfers, you are in control. You can make a one-time payment or a recurring payment — you set the timing and amount.

I'm nervous about giving organizations my account information and risking a fraudulent payment. Is it safe to donate via an electronic bank transfer?

Electronic bank transfers are safe and confidential. Unlike checks, which contain your account details and can pass through many hands, electronic bank transfers are encrypted and transferred electronically, and your personal account information remains protected.

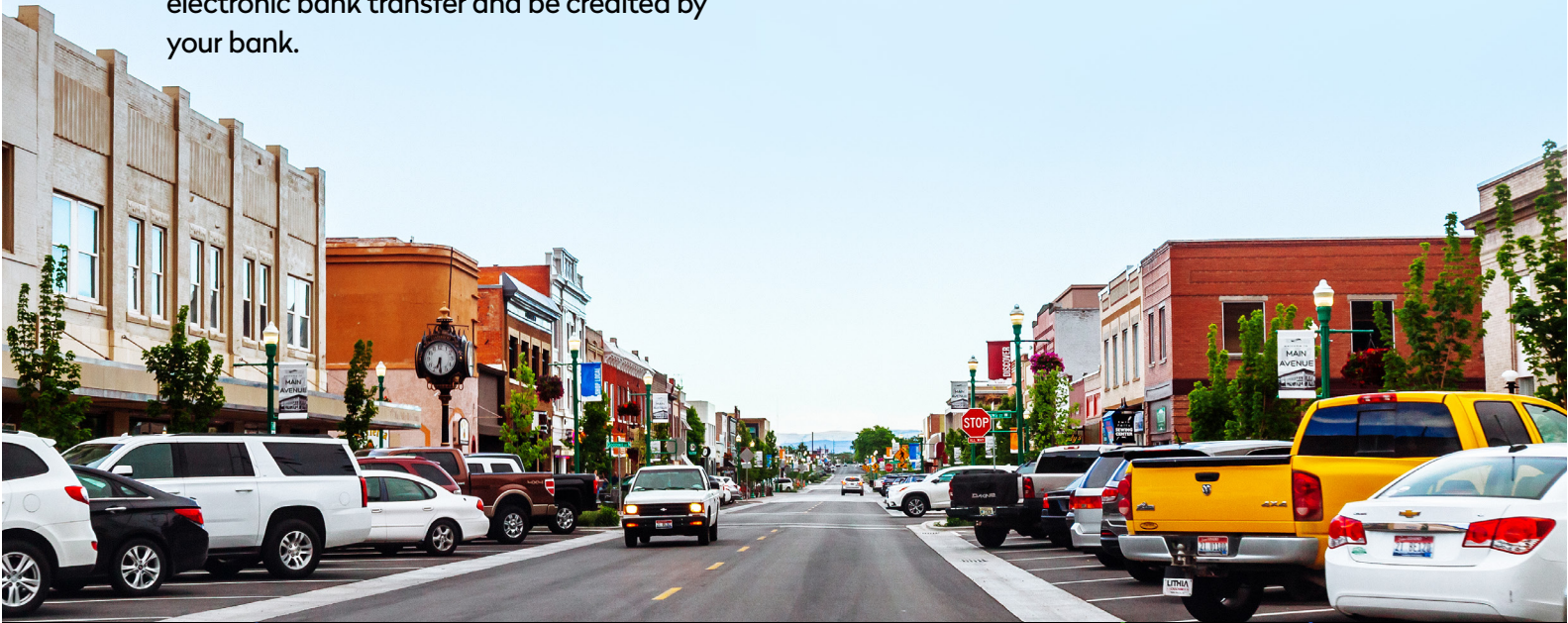
And just as you can dispute a fraudulent credit card charge, you can dispute a fraudulent electronic bank transfer and be credited by your bank.

How do I keep track of my donations made using electronic bank transfer?

You'll see them on your regular banking statements, whether on paper, online or on a mobile banking app. You will always be debited on the same date each month unless that date falls on a weekend or holiday, then the debit will come out of your account on the next banking day.

I like earning rewards when I use my credit card. Why should I switch to electronic bank transfers and lose out on that?

Credit card donations can have additional fees that nonprofits have to pay. When you donate using an electronic bank transfer, more of your money goes to further our mission.



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For more information on how your organization can benefit from electronic bank transfers, go to nacha.org/nonprofits.