

Frequently Asked Questions

Moravian Giving Portal

How much does it cost?

While providing the infrastructure and security for credit card payments online does have a cost, your Moravian Ministries Foundation in America **pays those fees**. The processor for the Moravian Giving Portal is Stripe, Inc.



How soon will my church/agency receive my gift?

We process donations through the portal daily. However, to allow donations to accumulate and control administrative costs for MMFA, we transfer funds to the churches monthly or twice monthly per the church's/agency's preference. Funds are held in a separate escrow account for each church or agency until distributed.

Can our donations be deposited into the church/agency bank account electronically or must we receive a check?

We strongly encourage automatic deposit via electronic transfer. Checks are an option, but postal service delays can occur.

Will my bookkeeper always know who made the gifts?

Yes - church bookkeepers or other authorized parties can access an online portal to see transaction details for the applicable church or agency. The Moravian Giving Portal does allow donors to give anonymously; unless a donor checks the box to mark the gift as anonymous, he or she will be identified with the amount and further details of the gift. For portal access or questions, please email Libby Davis (ldavis@mmfa.com) or call our office at (336)725-2589.

How do I make changes to my recurring gift?

When donors create a recurring gift, the first donation happens immediately on the day the gift is entered. The donation will automatically be repeated next month (or year) on the same day. Email Valerie Kiger (vkiger@mmfa.com) with any changes you would like made to your existing recurring gift. We can easily adjust the amount, recurring gift date, etc.

Will the Giving Portal replace all other giving methods?

No - some people will always prefer the physical act of putting something in the offering plate. Some will prefer to make scheduled payments through their bank's online services. The Giving Portal is a tool to help you accommodate the preferences of new and existing donors.

Should I use my credit card or a direct debit from my bank account for my donation on the portal?

Either is fine. However, because of ongoing fees and transaction costs that MMFA must pay, we encourage recurring donors to use direct debits from their bank accounts. Direct debits require additional verification for the donor's protection. A donor will have to verify their information either by direct verification (logging into their bank account through the Stripe platform while completing their online donation) or by confirming bank account information (via emails and miscellaneous credits to the account being used). This can cause processing delays, but the account usually reflects the bank draft immediately. Credit/Debit card transactions are processed immediately, so for single transactions, this is often the easiest route. Card transactions often carry higher costs, so again for recurring donations, we encourage direct account debits.

What happens to my information when I make a gift through the Giving Portal?

Any information you provide to us (i.e., name, e-mail address, etc.) when you use the giving portal, subscribe to our newsletter, or use any of the other interactive portions of our website is securely maintained on our webserver and operating system. This information may be used to provide you with information you have requested about our foundation and our services, or to provide you with special notices. You may opt out of receiving future communications at any time by unsubscribing at the bottom of the emails or by contacting us. This data may also tailor your experience on our sites by providing content relevant to your interests and geographic region. We WILL NOT sell, distribute, or share your information with ANYONE. Your privacy and trust are of utmost importance to us.

Will MMFA send tax receipts and/or acknowledge the gifts?

Donors receive an emailed receipt when the gift is made (generic email from Stripe) and a personalized, detailed email from MMFA when the gift is accepted and processed. Keep in mind these emails may be days apart depending on processing delays with direct debits and bank draft transactions involving enhanced verification on the part of our donors.

MMFA will also send an annual statement to donors who give more than \$250 through the Giving Portal over the course of a calendar year. Those statements will be mailed before January 31 of the following year.