

GETTING STARTED

+ **Do I need an account to use Text-to-Give?**

Yes, you will have to set up an account via the link sent to you through Text-To-Give.

+ **Is Text-to-Give secure?**

Yes! Your giving will be processed by Stripe, which is a USD 9.2 Billion payment gateway company. Businesses like Amazon and Facebook use this platform as well.

Our HOGC Accounts Department does not have access to your Text-to-Give credit card information.

GIVING

+ **How much are the transaction fees?**

For VISA / MASTERCARD / DISCOVER: Fees are charged at 2.4% + 50 cents

For AMEX: Fees are charged at 3.5% + 50 cents

If you choose to cover the fees, the system will calculate in such a way that will enable HOGC to receive the intended amount after transaction fee charges.

+ **Can I still cover the transaction fees if I selected 'No' during the setup?**

Yes, you can! Simply add "cover" to cover the fees of one transaction. E.g. "100 Offering cover".

If you would like to cover the fees on all future transactions, SMS "Cover fees on".

+ **Can I stop covering fees if I selected 'Yes' during the setup?**

Yes! Simply SMS 'Cover fees off' to stop covering the fees on all future transactions.

+ **What happens if I have texted the wrong amount?**

If you have texted a wrong amount or type of giving, simply text 'Refund' (**within 30 minutes**) and the previous transaction would be refunded to you. You can then type in the right amount and send the text again.

If you have selected to cover the transaction fees, it would be refunded to you as well.

If you only realised after 30 minutes that you have texted the wrong amount, you can drop an email to accounts@heartofgodchurch.org, or call **6846 2529**.

+ **How long does it take to receive a refund?**

It will take up to 7 working days and the amount would be refunded to the designated card that you used.

+ **How do I know if I have given successfully?**

An email receipt will be sent to you upon every successful transaction.

EMOJI GIVING

+ **How do I update the amount linked to an emoji?**

In the same way that you set up emoji giving, simply set up the same emoji with the new amount that you want to give.

OVERSEAS GIVING

+ Can I use Text-to-Give when I am overseas?

Yes, you can! If you are giving through an overseas number, simply add the Singapore country code "+65" and text your giving to +65 9184 1662.

Carrier charges will apply accordingly.

RECURRING GIVING

+ Can I set recurring giving at the end of the month?

For **monthly giving**, we are unable to set it on the 29th - 31st of the month, as some months in the calendar year ends before 29th - 31st.

Hence, we would recommend that you set your **monthly** recurring giving between the 1st - 28th of the month.

For **weekly** recurring giving, you can set it on any date of the month.

GIVEHOGC.COM

+ How do I change my user details?

Go to **givehogg.com**, and click on Login / Sign-up.

You will be redirected to the Tithe.ly website, and you can log in to your account.

Enter your 4-digit PIN.

+ How do I change my password and pin?

Click on "My Account".

Click on "Change Password" or "Change Pin" as desired.

+ How do I view my giving?

Click on **Recent Giving** to view your latest transaction history.

Click on **Recurring Gifts** to view your recurring giving.

CHANGE OF PHONE NUMBER

+ What happens if I change my mobile phone number?

Drop an email to **accounts@heartofgodchurch.org** or call **6846 2529** and we will ensure that your number is deactivated within 2 working days on our Giving System.

You can set up Text-to-Give with your new mobile phone number by following the instructions for One-Time setup.

LOSS OF PHONE

+ What happens if I lose my mobile phone?

We would recommend you to password-protect your mobile phone so that Text-To-Give cannot be accessed in the case that you lose your mobile phone.

Drop an email to **accounts@heartofgodchurch.org** or call **6846 2529** and we will ensure that your number is deactivated within 2 working days on our Giving System.