



# Frequently Asked Questions: Online Giving

## 1. Is giving online safe and secure?

Absolutely. Our transaction processing uses industry-standard SSL encryption technology, validated by [Comodo](#) and is handled in partnership with [BluePay](#) a payment processor certified by [TRUSTe](#), [Trustwave](#) and [McAfee](#).

## 2. Do I pay any fees for giving online?

No. You will not pay any fees with an online gift.

## 3. Can I use a credit card? Why does it say “checking account preferred?”

While we allow the use of credit cards for tithes and offerings, we still strongly encourage the use of electronic funds transfer rather than credit card payment for two primary reasons:

- Although many pay off their credit cards each month, many also do not. We do not want to encourage someone to go into debt and pay interest on gifts given to the church.
- With electronic funds transfer from your checking account, your entire gift goes to the church. When using a credit card, as much as 3% of your gift can go to the credit card company.

## 4. What giving management system does Mountaintop Church use?

Mountaintop Church uses CCB (Church Community Builder) which provides a secure system for managing online giving. Through CCB, you'll be able to set up recurring gifts and view your previous giving history.

## 5. How do I create an account with CCB?

1. Fill out this [form](#) to request a username.
2. Within one business day, you'll receive an email with your login information.
3. Once you have received your password, click login with your new account.
4. Click Give on the left sidebar.
5. Click either Checking Account or Debit/Credit Card in the Recurring or One-time Gift box.



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### **6. Can I give online without a username or password?**

Yes. Just visit [this page](#). This is a public gift option that does not require a username/password. Please be advised this option only offers a credit card payment. To set up a recurring gift and to pay through your checking account, you will need to request a username

### **7. How will I know that I set up my gift correctly?**

Immediately after submitting your giving contribution, you will receive an e-mail verifying your gift.

### **8. When will contributions be taken from my account?**

Giving contributions will be taken from your specified bank account within 48 business hours of the date you requested. This allows time for the contribution to be processed through both 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.

### **9. Can I stop automatic payments later on if I need to?**

Yes. You can edit your recurring payments [by logging into your account](#) on Church Community Builder (CCB) and changing your reoccurring payment.

### **10. Can I review my gift history online?**

Yes. In fact, once your online account has been connected with your previous giving information, you will be able to view your complete giving history (including offline gifts) at any time.

### **11. Will I still receive contribution statements from the church?**

Yes. Mountaintop Church will continue to send year-end contribution statements for tax purposes.