

Redeemer Online Giving FAQs

What if I already give online? Do I have to change or do anything? No.

The new online giving options Redeemer has added are in addition to the service Redeemer has used for a number of years. You do not have to change anything as Redeemer continues to use that older service referred to as our "legacy platform". Should you need to adjust something in your existing online giving account, you can access that information by scrolling down to the bottom of the Giving webpage until you see "For Past Contributors and Offerings".

What if I prefer to mail in my personal check? You still can! Please do.

Staff receives mail and makes bank deposits on a regular basis.

What are the giving platforms that Redeemer uses? Vanco, Stripe, Paypal and GiveWP

Redeemer has used Vanco on its website for many years. GiveWP offers new ways to give like Apple Pay, Google Pay using Stripe and PayPal as well as being more user friendly. Staff and Council members have done thorough research into the suitability of these companies for Redeemer members and friends.

Are my donations secure? Yes.

Both services Redeemer uses meet all PCI DSS (Payment Card Industry Data Security Standards) and other security requirements. Payments are secure SSL encrypted payments.

Can I make a one-time gift? Yes.

Can I set up recurring gifts? Yes.

If you would like to make a recurring gift, you can choose every day, week, month, quarter or year.

Can I make a memorial or honorary gift? Yes.

If you would like to dedicate your gift to a person, you can select "In honor of" or "In memory of" and then enter the person's first and last name where indicated.

Why are there fees associated with credit card or other transactions?

Credit Card companies (Visa, Mastercard, Discover, and American Express) always charge a processing fee to vendors, whether in a traditional store or online. The online giving platforms either pass the cost to Redeemer (thereby lowering your total donation to Redeemer) or ask the donor to cover the fee.

What if I don't like having to pay these fees?

You can mail a check to Redeemer. Or better yet, you can use your bank's "bill pay" service to send a check directly to Redeemer.

Will I receive an acknowledgment of my gift? Yes.

You will receive an email immediately after donating. A confirmation of your gift will also appear in your browser. There will be a link that says "Download Receipt" that you can click on to pull up a tax receipt that you can save or print.

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