Q&A FOR PUSHPAY

As we switch to our new giving system with Pushpay, here is a list of questions that we hope provides you some answers. If you still have questions after reviewing this list, you can call us Monday—Friday between 8am-5pm at 954-556-4499.

PUSHPAY

What is Pushpay?
Pushpay is the company that Calvary Chapel has contracted with to provide secure giving.

Is Pushpay safe?
Yes. Credit card details are stored on industrial grade servers where this information is then encrypted. The security setup that is used is the same as many banks and is PCI DSS compliant.

LOGIN & PASSWORD

Why would I set up a login and password with Pushpay?
When you create an account with Pushpay, all your information including your credit card or debit card is saved for easy access the next time you give.

Do I have to create a login with Pushpay in order to give?
No. You can give without creating a login.

Do I have to login to Pushpay in order to give?
No. You can give without logging in.

Can I make a onetime payment without logging in?
Yes.

PAYMENTS WHEN USING A MOBLIE DEVICE OR ONLINE

What forms of payment can I use with giving?
All credit cards or debit cards from Mastercard, Visa, or American Express.

Can I give from my bank account?
Yes. Download the CalvaryFTL app or go to CalvaryFTL.org. Then, select your campus and create an account. Under payment methods, make your bank an option for payment by filling in your bank account information.

Can I set up recurring giving?
Yes. Choose the recurring tab to set up a gift that you want to give on a regular basis.

Does Pushpay charge my phone bill when giving through my mobile device?
Your gift is not charged to your phone bill.

RECORDS

Do I receive a receipt?
After you make a donation, you will receive an electronic receipt by e-mail that is issued immediately. The receipt states that you have donated to Calvary Chapel and shows the amount.

Where can I see a history of my transactions with Pushpay after June 10, 2017?
You can access your transactions processed through Pushpay using your login and password at Pushpay.com. Once logged in select "Transactions."

Where can I see a history of my entire giving history for all of 2017?
Go to CalvaryFTL.org, click on the menu bar under the search button on the top right hand corner of the screen, and select "Login." Once you're logged in, scroll down to "My Giving" and click "View History" on the right.

Will my giving be recorded for tax purposes?
Your giving is automatically recorded with Calvary and added to your giving statement.

CREDIT & DEBIT CARDS

Why do you accept credit cards?
Used responsibly, credit cards are an efficient tool for payments and purchases. Many people utilize them in place of checks or cash throughout the month, and then pay the balance off in full. For these people, we offer the option to give using a credit or debit card. We strongly discourage those who have ongoing credit card debt from exercising this option.

Does 100% of my giving go to Calvary Chapel when I give with a credit or debit card?
For each transaction, there is a merchant charge to Calvary from the credit card companies of approximately 2.3%.