



## SMART GIVING THRU TEXT IS AS EASY AS 1-2-3!

1. Text your gift amount & one of these 5 fund options to 803-302-3032.

Examples:

- \$10.00 Tithe
- \$5.00 Missions
- \$20.00 SCSL
- \$10.00 Benevolence
- \$5.00 Building

2. First time users will need to register with a credit/debit card.

3. Save this number to your phone for future giving.

\*\*\*Designated giving to individuals or specific ministries will need to be done thru other giving methods

## KINDRID.COM: Giving via Smart Phones Frequently Asked Questions

### What Is Kindrid?

Kindrid is a non-profit organization dedicated to making giving easier. We are using Kindrid to process text donations.

### Why Text Giving?

The reality of our digital world is that few people carry cash or checks. Giving by text is a service provided to make giving simple, secure, and convenient, reducing barriers to giving as the Lord leads.

### How Do I Make A Donation?

1. Register your phone for text giving by sending a text message with a chosen dollar amount to 803-302-3032. You will not be charged unless you complete step 2.
2. Follow the directions texted back to you and complete the **one time** checkout form.
3. From then on, you can give at any time simply by sending a text message with the amount and fund option.

### What Are Christian Life's Fund Options?

Tithe; Missions; SCSL; Benevolence; Building

Here is an example: Text **\$250 TITHE** to 803-302-3032.

If you make a donation without a fund option, it will go to the Tithe account.

### Is Text Giving Secure?

Yes. All sensitive financial information is stored with bank level security. All information is encrypted and stored by our banking partner to Level 1 PCI compliant standards. Level 1 PCI compliance is a set of rules stated by credit card companies and audited by an independent third party. **Level 1 PCI is the highest possible rating.** Additionally, all transmission to our banking partner and our site is via encrypted HTTPS connection.

### Is My Personal Information Sent In A Text Message?

No. We never send any personal or financial information via text message. Kindrid simply facilitates the donations. Your information is always encrypted and stored securely.

### What If I Accidentally Type The Wrong Amount?

When you make a donation, you will receive a text confirmation that re-states the amount given. If you made a mistake in typing you can respond with the word "refund" **within the first 30 minutes** and your credit/debit card will not be charged. After 30 minutes you can contact Christian Life to facilitate a refund.

### **How Will I Know When My Credit/Debit Card Is Charged?**

Anytime you are charged you receive an email and text message confirmation.

### **Does It Cost Me Anything?**

There is no charge for you to make a donation other than standard text messaging and data rates from your cellular provider. The church pays any and all processing fees. \*Donors receive 100% giving credit through Christian Life.

### **How Long Does It Take For Christian Life To Receive My Donation?**

Like online giving, this process takes 1-3 days.

### **Will This Be Charged To My Phone Bill?**

No. All transactions are charged to the credit/debit card you initially set up.

### **What Is The Phone Number I Text And Whose Is It?**

The phone number you are texting is a secure number that belongs to Christian Life. It is used exclusively for this purpose.

### **How Will My Phone Number Be Used?**

It won't be. You will only be texted to confirm your donation and for no other reason. It will never be sold, traded or given out.

### **Is It Case Sensitive?**

No. With that, donations will work as 100 or \$100 or \$100.00 or 100.00.

### **How Do I "Un-Link" My Smartphone For Mobile Giving?**

If you wish to close your account or change your phone number, please email [support@kindrid.com](mailto:support@kindrid.com).

### **How Do I Edit My Credit/Debit Card Or Other Information?**

To edit your information, simply reply with the word "edit" and complete the form