

FREQUENTLY ASKED QUESTIONS

Simply being able to pull out your phone and make a payment, or give a donation, in the space of a few seconds is compelling. **Pushpay** is a safe and easy to use tool, allowing you to never miss the moment.

WHAT IS **PUSHPAY**?

Pushpay enables you to make safe and speedy smartphone payments. It is a free application that you can download, register and then pay any organization who is listed on **Pushpay**. It is available from the App Store for Apple iOS and from Google Play for Android.

IS **PUSHPAY** SAFE?

Yes. No credit card details are held on your phone. Credit card details are tokenized and are stored on industrial grade servers where this information is then encrypted. The security setup used is the same as many banks and is PCI DSS compliant. For this reason **Pushpay** is considered significantly more secure. If your phone is lost, no transactions can be made without your passcode, as opposed to current credit card theft.

WHAT IF I LOSE MY PHONE?

If your phone is lost, even if you are logged into **Pushpay** no transactions can be made without your passcode. You can also freeze your account by logging into **Pushpay.com** with your registered email and password and then choose the **Freeze My Account** option.

WHAT IF I FORGET MY PASSWORD?

You can reset your account password by going to the **reset password** option.

DO I GET A RECEIPT?

Yes. You will receive an email immediately after giving. However, you can view a list of your transactions you've made using **Pushpay**. Simply login and you can see all of the giving you have done via mobile app, website and texting.