

BBC Online Giving FAQ

- 1. How do I give online?** There are 2 ways to access online giving.
 - Link at the top of the church website (www.bethanybiblechurch.com)
 - From your Realm profile page (<https://onrealm.org/Bethanybiblechurch>)
- 2. Do I need a Realm account to give?** No, you can give as a “guest” but if you want to view/track your giving online or print end of year tax statements, you’ll want to register. If you already have a Realm account, you can just use that login information.
- 3. Can I set up automatic giving?** Yes. In fact, automatic giving is a helpful tool you can use to help you give more consistently throughout the year.
- 4. Is my information secure?** Yes. Our online giving is provided by Realm ACS partnered with Vanco Payment Solutions (www.vancopayments.com). Realm is our church management software and serves as the portal to Vanco, which handles the payment processing and your banking information. Your banking information is kept private and is not seen or stored by anyone at Bethany.
- 5. Will anyone see how much I’m giving?** Normally no. The church treasurer and IT administrator are able to view giving amounts but this is not part of the normal bookkeeping process unless there’s been an error or you need help with a donation.
- 6. Can I give with a debit or credit card?** No. At this time, the fees to process debit/credit transaction are cost prohibitive. Instead, we offer giving via Electronic Fund Transfer (EFT).
- 7. How much of my gift is going toward processing fees?** We’re only charged \$0.25 for each transaction no matter how big.
- 8. Can I give to both the general fund AND Faith Forward fund?** Yes. On the Realm giving portal, you can select which fund you’d like to give to. You can also give to both funds simultaneously if you want.
- 9. Who should I contact if I have more questions or need help setting up an account?** You can call the church office during regular business hours or send an email to web@bethanybiblechurch.com or office@bethanybiblechurch.com.