



ONE-TIME SETUP

1

Text "Give" to 8241 0092.

Save the number to your contacts for easy access (e.g. Hope Church Give).

This only works with SMS, not with WhatsApp/Line/Telegram, etc.

You will receive a link to the setup page.



2

Email
Full Name
Member id
Password
Confirm Password
4 Digit Pin Number
Amount Tithe 오

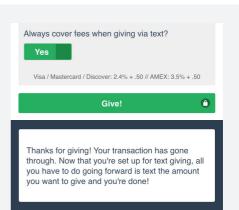
3

If you'd like, choose "Yes" to cover transaction fees as your default option.

Visa/Mastercard: 2.4% + 50 cents AMEX: 3.5% + \$0.50

Finally, tap "Give!".

You will receive an email receipt upon success.



HOW TO GIVE

One-time Giving

Text: **<Amount> <Nature of Giving>** Add a space between each word.

e.g. 100 Tithe Feb

Recurring Giving

Text:

<Amount> <Nature of Giving> <Weekly/Monthly> Add a space between each word.

e.g. 50 Thanksgiving Weekly

You may text "Cancel Auto" at any time to cancel all recurring giving.

Emoji Giving

Text: <Emoji> = <Amount> <Nature of Giving>

Add a space between each word.

e.g. 📥 = 50 Thanksgiving

Simply text the same emoji the next time to give that amount.

Different Natures of Giving Available: Tithe/Thanksgiving/Missions

Refund

For a refund, text "Refund" within 30 minutes.

If more than 30 minutes have passed, please email us for assistance at *finance@hopesingapore.org.sg*.

Your giving amount of \$50 has been refunded and will hit your bank account within seven business days.

You're all set! Now you can just text 🚠 to this number whenever you want to give!

You're all set up for automatically giving \$50 to Hope Church Singapore Weekly starting today! If this was a mistake, text "Cancel Auto" to cancel your automated giving.

Thanks for giving \$100 to

Hope Church Singapore! We've emailed you a confirmation.

Text "options" for additional

options.

Cancel auto

Refund

Your automated giving has been canceled.

👗 = 50 Thanksgiving

50 Thanksgiving Weekly

100 Tithe Feb

FREQUENTLY ASKED QUESTIONS

1. Is Text Giving secure?

Yes. Your giving is processed by Stripe (*stripe.com*), which is a payment gateway company also used by businesses like Amazon, Facebook and Grab.

Churches like Hillsong and Planetshakers also use Stripe to accept payments. Hope Church does not have access to your credit card information.

2. What happens if I have texted a wrong amount or my child/friend tries to give using my phone?

Simply text "Refund" within 30 minutes, if more than 30 minutes have passed, email us for assistance at *finance@hopesingapore.org.sg*.

3. How long does it take to receive a refund

It will take up to 7 working days to refund the amount to your credit card.

4. How do I know if I have given successfully?

An email receipt would be sent to you upon every successful transaction.

5. What happens if I lose my mobile phone?

Email us at *finance@hopesingapore.org.sg* with your full name and mobile number. We will deactivate your mobile number within 2 working days on our giving system.

6. I have a question that is not answered in this FAQ!

Email your enquiry to *finance@hopesingapore.org.sg* and we'll get back to you as soon as possible.