

# TEXT

*Giving*

**HOPE**  
*Singapore*

# 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

Enter your information.

You will be required to give once (minimum \$5) to verify your account.

A form with several input fields. The fields are labeled: 'Email', 'Full Name', 'Member id', 'Password', 'Confirm Password', and '4 Digit Pin Number'. Below these fields, there is a row with 'Amount' and 'Tithe' (with a dropdown arrow).

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.

A form with a question: 'Always cover fees when giving via text?'. Below the question is a green button labeled 'Yes'. Below that, it says 'Visa / Mastercard / Discover: 2.4% + .50 // AMEX: 3.5% + .50'. At the bottom, there is a large green button labeled 'Give!' with a small icon of a person. Below this button, there is a dark blue box containing the text: 'Thanks for giving! Your transaction has gone through. Now that you're set up for text giving, all you have to do going forward is text the amount you want to give and you're done!'.

# HOW TO GIVE

## One-time Giving

100 Tithe Feb

Text:

**<Amount> <Nature of Giving>**

Add a space between each word.

**e.g. 100 Tithe Feb**

Thanks for giving \$100 to Hope Church Singapore! We've emailed you a confirmation. Text "options" for additional options.

## Recurring Giving

50 Thanksgiving Weekly

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.

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.

Cancel auto

Your automated giving has been canceled.

## Emoji Giving

 = 50 Thanksgiving


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.

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

## Different Natures of Giving Available: Tithe/Thanksgiving/Missions

## Refund

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](mailto:finance@hopesingapore.org.sg).

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

## 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](mailto: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](mailto: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](mailto:finance@hopesingapore.org.sg) and we'll get back to you as soon as possible.