

CBC Online Giving FAQs

FAQ #1) How do I give online?

Answer:

Go to the CBC website (www.cbchouston.org). Click on "Give" in the header of the CBC web site to open the CBC online donation web site (www.cbchouston.org/onlinegiving.html). Click the "Donate" button next to the specific fund which you would like to give to.

FAQ #2) What type of payments are accepted for the CBC online giving?

Answer:

We accept Visa, MasterCard, American Express, Discover, and PayPal.

FAQ #3) Are there any charges or fees if I give online?

Answer:

There are no additional charges to the donor when giving online. However, there are small fees to CBC that are deducted from the online transactions (2.2% + \$0.30 per transaction).

FAQ #4) Can I donate online on a recurring basis?

Answer:

Yes, you can donate on a recurring basis or a one-time donation. There is a box during the online giving process which you can click on to designate the donation to recur monthly.

FAQ #5) Where do I specify my CBC donor envelope number when giving online?

Answer:

The CBC donor envelope number can be specified on the second page of the PayPal screen. You would need to click the + sign to expand the field to enter the CBC's donor envelope number.

Note: If you are giving to the Building Fund or Special Offering Fund, you can specify a reason for the offering in this same field.

FAQ #6) I noticed CBC is using PayPal as the vendor for the online giving. Is PayPal safe to use?

Answer:

PayPal protects your financial information with industry-leading security and fraud prevention systems. When you use PayPal, your financial information is not shared with the merchant. Once your payment is complete, you will be emailed a receipt for this transaction.

Once you click the "Donate" button from the CBC online donation web site (<http://www.cbchouston.org/onlinegiving.html>), you should see a lock symbol to the left of the URL inside the address bar on the web browser. You should also see that the URL will start with https instead of http, which indicates that PayPal's web site is using Secure Socket Layer (SSL), and is secure from a third party being able to see your information as it is being transmitted.