

FAQ – Online Giving at kznaz



How long does it take for my church to receive my gift?

Online transactions transfer weekly on Mondays, so when you give it should appear the following Monday in your church's bank account.

Does it cost me anything?

Other than processing fees, there aren't any fees. There is only a small donation processing fee of 2.9% + \$0.30/transaction for credit/debit cards and 1% + \$0.25/transaction for Bank transfers (ACH).

Can I set up automatic recurring gifts?

Yes. This is the simplest way to give and not miss a beat when life gets busy. Text UPDATE to the church's giving number, (217-516-3867) and change your donation to a recurring schedule. You can also access this option online at our website at caseynazarene.org or by visiting the link directly: <https://caseynazarene.breezechms.com/give/online>.

Is my information sent in a text message?

We never send any personal or financial information via text message. We simply facilitate giving. Your personal and financial information is always encrypted and stored securely.

Is my Credit/Debit card information Secure?

Yes. All sensitive financial information is stored securely. Our website is SSL/TLS secured and lets visitors navigate and submit information securely via HTTPS.

How will my phone number be used?

Your phone number will never be sold, traded, or given out to third parties. You will only be sent a text to confirm your giving and to receive responses to other requests you make.

How will I know when my credit card is charged?

Anytime your card is charged you will receive an email confirmation from our system.

What if I accidentally type the wrong amount?

When you make a gift, you will receive a text confirmation and a detailed email confirmation from our system. If you made a mistake, you can respond with the word "REFUND" to refund the last text donation you made.

Is it case sensitive? Do I have to put a \$ symbol?

No. Gifts will work as 100 or \$100 or 100.00 etc. Any text you enter is not case-sensitive. We also recommend double-checking the amount before sending your text.

How do I unlink my phone number from text giving?

If you wish to close your account or change your phone number, simply text "UNLINK" to the church's giving number, (217-516-3867) so that your phone is no longer authorized to make donations.

How do I update or edit my information?

Simply text the word "UPDATE" to the church's giving number, (217-516-3867) and you'll be given a link to your account settings page.

What is the phone number I text and whose is it?

The phone number you are texting is a secure number that belongs to kznaz, through breezechms.com. The number is used exclusively for giving.