



## Frequently Asked Questions (FAQ) about Making an Online or Recurring Pledge to St. John's

**To make a Pledge online** – (this simply lets St. John's know your 'intent' – how much you intend to commit financially to St. John's in the coming year, and the frequency with which you intend to pay – weekly, monthly, quarterly).

Access the St. John's website at <https://www.stjohnsroyaloak.org/> and click on the **PLEDGE** button to communicate your pledged amount for 2022 and the frequency.

### **To set up a Recurring Payment for my St. John's pledge:**

Recurring payments may be set up in several ways.

Access the St. John's website at <https://www.stjohnsroyaloak.org/> and click on the **GIVE** button to set up recurring payments using your credit card, debit card, or banking information.

1. The church pays processing fees for credit and debit card transactions. We offer the option of checking a box if you would like to cover a portion of those fees. This is totally voluntary. Do **NOT** check this box if you are setting up withdrawals from your checking account. You will receive monthly receipts.

2. Use the bill pay function on your financial institution's website to set up recurring payments. You will need to enter the church's mailing address, which is : 26998 Woodward Ave, Royal Oak, MI 48067. Any changes to this method of payment are handled by you through your financial institution. (For example, if you want to increase your pledge in 2022, you will need to contact your bank and increase your weekly/monthly amount).

### **Why are recurring payments helpful for you and St. John's?**

Once you set up a recurring payment plan, your pledge payments will be made on a regular basis, whether you are at home or on vacation. Recurring payments also provide stability for the St. John's budget, which is especially helpful during these extraordinary times.

### **What if I prefer to write a check?**

Please know that you should use whatever method is most meaningful and convenient for you.

### **How do I make changes to a recurring payment created on the St. John's website?**

You must contact the St. John's bookkeeper, Nicole Caso, to make any changes to an existing recurring payment.

Examples include:

1. ending a payment at the end of the current calendar year because you want to change the amount given at the beginning of the new pledge year.
2. changing the method of withdrawal from a credit or debit card because you want to use a different card or provide a new expiration date.
3. You may also want future payments to be withdrawn from your checking account instead of from a credit/debit card. In short, any changes must be by calling Tonya at 248.546.1255. Nicole Caso is in the office in the afternoons, Tuesday – Friday, but messages can be left with other personnel. You may also email [bookkeeper@stjohnro.org](mailto:bookkeeper@stjohnro.org).

**Questions: Call St. John's at 248-546-1255 M-F, 10:00am – 4:00pm**