

FREQUENTLY ASKED QUESTIONS FOR TEXT GIVING

GENERAL QUESTIONS

What is Kindred Smart Giving? Kindred is a service that is contracted by Thompson Station Church to provide secure, simple text giving from your smart phone.

How does smart giving work? You send a text with the amount you wish to give to our secure giving number 615-378-6006. If it's your first time giving, you'll receive a link to register your credit or debit card to your phone on a secure browser. This only takes a minute to complete and only happens the first time. Once you complete the short registration, your gift is on its way. In the future, you will be able to give to your church with a single text!

How can I edit my information? You can edit your information, switch out payment sources, and view your giving history by texting the word EDIT to your church's giving number (615-378-6006).

What if I make a mistake and send less ;) than I mean to text? If you "fat finger" your text message and send the incorrect amount, you can stop the gift by texting the word REFUND to 615-378-6006 within 15 minutes. You will get a verification text in response.

Is Kindred Smart Giving secure? Yes. All financial information is stored with bank level security. All information is encrypted and stored by our banking partner to Level 1 PCI compliant standards. Level 1 PCI compliance is a set of rules stated by credit card companies and audited by an independent third party. Level 1 PCI is the highest possible rating. Additionally all transmission to our banking partner and on our site is via an encrypted HTTPS connection.

How can I setup a scheduled gift? Simply text the word GIVE, (not case sensitive) to 615-378-6006. You will receive a text with a link to access your profile and setup a recurring gift.

How can I know when my card will be charged? Every time your card is charged you will receive a text and email confirmation. Additionally, you can check when your next charge will be at any time by texting the word EDIT 615-378-6006.

How can I edit a gift? A scheduled gift can be cancelled or changed at any time by texting the word EDIT 615-378-6006.

Why do you ask me to designate which campus I'm giving through? Thompson Station church is one church with multiple locations. When you first setup your giving profile, we invite you to let us know which campus you are giving through. All gifts from every campus support the overall ministry plan.

How do I change the campus I originally designated? If you need to change your campus designation, please email the office at mytsc@thompsonstationchurch.org. Our administrator will make that change for you.

How can I direct my gift for a specific mission team? Text the keyword provided by your mission team member, (e.g. EAsia) and the dollar amount (\$10). Please do not include an individual's name or other info. Any gift we receive designated to an individual cannot be included on your charitable contribution statement from TSC for tax deductions. We encourage you to let the person know via text or email who invited you to give to that mission that you made a contribution. That will be an answer to prayer.