



Frequently Asked Questions

Q: Is it safe to give online?

Yes. When you log onto the online giving site, you will notice the secure site address is "<https://secure.accessacs.com/access>".

Q: What types of bank accounts can I give from?

Your gifts can be deducted from either your checking or savings account.

Q: What is the preferred method of Online Giving?

PBC prefers that you submit your online gift in the form of an ACH (electronic check) transaction, because it costs our church less per transaction.

Q: Can I give with my debit/credit card?

Yes. You can use a debit or credit card but the transaction fees on these transactions are more costly to the church so they are not the preferred method for online giving. While many people pay their credit card balance off each month, others struggle in this area so it is important to prayerfully consider your giving options.

Q: When will contributions be taken from my account?

Contributions will be taken from your specified bank account within 48 business hours of the date you requested. This time frame allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day

Q: Do I incur any fees involved with giving online?

No. You will not pay any fees with an online gift. Giving online allows staff to process your gifts more efficiently, providing for better stewardship of your offerings.

Q: Can I make a one-time contribution?

Yes. You may make a one-time contribution or set up a recurring contribution that is scheduled to be deducted from your bank account at dates specified by you during the month.

Q: If I want to set up a recurring gift, what are my options for frequency of my gift?

You may schedule gifts to be given weekly, twice a month, every two weeks or once a month.

Q: Can I change my personal information or the amount or the frequency of my gift once I have set it up?

Yes. You can change or cancel your contribution at any time before the date of your next contribution. Log in to the system using your email address or user name and password and make the necessary changes in the system. (Per IRS regulations, once a gift has been made to the church it cannot be refunded.)

Q: Can I review my donation history online?

Yes. The site will allow you to view the history of your online contributions for the current year once they have been posted to your account. PBC accounting staff makes every effort to post transactions within five business days.

Q: Will I still receive regular contribution statements from the church?

Yes. PBC will continue to send contribution statements to your address on file for tax purposes.

Q: Can I give gifts of stock or mutual funds to PBC?

Yes. Please call the accounting office at 703.978.1861 or email accounting@parkwood.org for more information.

Q: Can I direct my PBC giving?

You can direct your giving to budget offering, building fund, or special missions- Lottie Moon, Annie Armstrong, Alma Hunt, local benevolence or world hunger.

Q: How are my contributions to PBC used?

This is an important question to answer. Details to follow...

If you have additional questions, please contact the church office at 703.978.8160 or by email churchadmin@parkwood.org

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