Q: How does it work?
A: Simply send a text message with KEYWORD space DOLLAR AMOUNT to 28950.

For example, to give your tithe of $25 to Apostolic Church of God, text ACOGT space 25 to 28950. If this is the first time you text a gift, you will receive a text back with a link to a web page where you will register. Open the link, fill in your name, address, email address and debit or credit card information and you are done! This one-time registration is required to complete the donation. When the registration is complete, you will receive a receipt for the $25 gift via text message.

Any time you want to give after your initial registration, all you have to do is send a text message with KEYWORD space DOLLAR AMOUNT. Your card will automatically be charged, and you will receive a receipt via text message.

Message and data rates may apply

Q: Are the keywords important or can I just text anything?
A: The keywords are very important as they indicate where the donation or payments are going. Be accurate when you text!

Apostolic Church of God Keywords:

<table>
<thead>
<tr>
<th>Keyword</th>
<th>Fund</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACOGT</td>
<td>Tithes</td>
</tr>
<tr>
<td>ACOGO</td>
<td>Offering</td>
</tr>
<tr>
<td>ACOGGIVE</td>
<td>Special Offering</td>
</tr>
</tbody>
</table>

Q: What type of debit or credit card can I use?
A: You can use Visa, MasterCard and Discover

Q: Is the amount added to the phone bill?
A: No, the amount is not added to your phone bill. It is charged to your debit or credit card.

Q: How secure is this?
A: This solution is PCI Security Certified, and there is no data whatsoever stored on your phone. PCI is the industry security standard for credit and debit card statements, and includes a rigorous periodic security testing and audit of the entire system. For more information, see the following links:

http://en.wikipedia.org/wiki/PCI_DSS

Q: What is the maximum amount I can give?
A: You can give any amount you wish. The maximum limit depends on how much your bank will allow you to charge to your card. You may give full dollar amounts (10) or dollars and cents (10.25)
**Q: Will I be charged per text message?**

The cost of sending and receiving the text message is determined by your cell phone provider. It normally is the same as sending a text message to a friend.

**Q: What are the requirements?**

A: The system works with any mobile phone with SMS or texting capability. Also, Premium SMS or short code numbers must not be blocked on your plan. If you text in your donation and do not receive a text message back, your plan may be blocked to receive Premium SMS or short code numbers. If this occurs, please contact your provider and request that they enable Premium SMS messaging on the phone number(s) in which you will be using to give.

To be able to do the initial registration on your phone, you will need to have internet access on your phone. If your phone can do text messaging, but does not have internet access, you can still use your phone to give, but the initial registration needs to be done on a web browser, either on a personal computer or on another device with a browser. Please follow this link for web registration:

https://us.mobileaxept.com/ims/web/index.jsp?id=acogt

There is no software or app that needs to be installed on your phone.

**Q: Do I need a smartphone?**

A: Any phone that is capable of sending and receiving text messages can be used. To register the first time, you may do so on your phone, if your phone has a web browser, or you can register the first time on your computer using the link below:

https://us.mobileaxept.com/ims/web/index.jsp?id=acogt

**Q: Is the donation tax deductible?**

A: As with all donations to Apostolic Church of God, donations are tax deductible as allowed by IRS 501(c) 3 rules.

**Q: What kind of receipt will I receive?**

A: You will receive a receipt via text message. Donations made via text messages will also be included on the contribution statement that you normally receive from Apostolic Church.

**Q: Does it work internationally?**

A: Yes. If you have a US number and you are abroad, your text should go through just fine - depending on your cell phone provider’s terms and policies.
Q: Once I have donated, can I undo it?
A: Donations are not refundable, but if you made a mistake by texting the wrong amount and need to undo the donation, send HELP to 28950 and call the toll free number you receive.

Q: I have texted my donation and nothing happens
A: After you text in your donation, first time users will receive a text that directs them to register. After registration is complete you will receive a receipt confirming your donation. Repeat users will receive a receipt confirming your donation.

If you do not receive a text response right away, do not send a new text; that will duplicate the charge. If you do not receive a text response in a reasonable amount of time and you feel you have waited too long, text HELP to 28950 and you will receive a text message with a toll free number to call.

Q: How can I unregister on unsubscribe?
A: Simply text STOP to 28950. You will then receive an acknowledgement that you have unregistered.

Q: How do I change my personal contact information or my Credit or Debit Card Information?
A: Simply text STOP to 28950. You will then receive an acknowledgement that you have unregistered. After you received this acknowledgement you will then need to register as a first time user again. At this time, text in the KEYWORD space DOLLAR AMOUNT you wish to give and you will be prompted to enter your registration information which is when you will make any changes or corrections to your personal information and/or credit or debit card.

Q: Can I send prayer requests or other inquiries through this system?
A: No. This is an automated system designed for donations and purchases only.

Q: Can I use multiple keywords?
A: Yes, different keywords for our church – same number.

We have 3 keywords you can freely use:

1. ACOGT for tithes,
2. ACOGO for offerings,
3. ACOGGIVE for special offerings

No new registration is required for each keyword. You will, however, have to send them as separate text messages.

Q: Can I give to multiple churches or ministries other than Apostolic Church of God?
A: If you chose to give to another church or ministry outside of Apostolic Church of God, you must first text STOP to 28950 to unsubscribe from Apostolic Church of God and register as a first time user with the other church or ministry. When you wish to give again to Apostolic Church of God you must text STOP to 28950 to unsubscribe from the other church or ministry, you will then register as a first time user with Apostolic Church of God.
**Q: Is there a phone number or an email address that I can utilize if I need further assistance?**

A: Yes, you can dial the following numbers for support:

- (888) 500-1997 Technical Support.
- (773) 256-4123 MIS Department.

**Errors Processing My Credit/Debit Card**

**Q: Why Am I Getting AVS Rejected Error When Processing My Credit/Debit Card?**

A: The address you provided does not match the address on file with your Credit Card Company/Bank. Please ensure the following:

1.) Do not use special characters (for example, use Apt 2 instead of the pound sign (#2).
2.) Make sure that you are entering the billing address on file with your Credit Card Company/Bank. If you have had a change of address, check with your Credit Card Company/Bank and verify that the address associated with your credit/debit card has been updated, not just the address for your account profile. Please note: we only forward the information you inputted over to your Credit Card Company/Bank AVS (Address Verification System). They return to us whether the credit/debit card is valid based on the information they have on file.

**Q: Why Am I Getting CVV Rejected Error When Processing My Credit/Debit Card?**

A: The credit card verification number you provided is incorrect. Please ensure that you are entering the correct credit card verification number. On most credit/debit cards, this 3 digit number can be found on the reverse side of the card. On American Express card, this 4 digit number can be found on the front side.

**Q: My transaction failed/declined. When I check my bank account, it shows that the transaction went through, why?**

A: Even though our system failed/declined your transaction, certain Banks still put a hold on the money you attempted to process. Usually after 3 days the hold is released. You should follow up with your Bank.
Q: How Do I Get My End Of The Year Statement For Tax Purposes?

A: Each time you donate, you will receive an email confirmation which will serve as your receipt. Please retain a copy of this receipt for tax purposes. End of year contribution statements are automatically emailed or mailed by the MIS department. You may call MIS department directly at (773) 256-4123 or (773) 256-4120.

B: Donations can be mailed to:
Apostolic Church of God
6320 S. Dorchester Ave.
Chicago, IL 60637

Please make your check payable to Apostolic Church of God. Your gift is tax deductible as allowed by law. Contact Apostolic Church of God MIS department at (773) 256-4123 or (773) 256-4120 if you need further assistance.