

Greater Twin Cities United Way Recurring Gift Payment Processor Transfer Frequently Asked Questions

1. **Why is Greater Twin Cities United Way changing payment processors?**

We have been working with a number of payment processors across a variety of platforms, which introduces additional costs and inefficiencies associated with navigating through the various providers. As we seek to provide a better donor experience and maximize the impact of your gift, we are consolidating all our recurring gifts under a single third-party payment processor. In addition to reducing costs, we anticipate being able to provide a better donor experience by taking advantage of some of the online gift management tools available through our payment processor.

2. **By when must I complete this transition?**

We will cease using the payment processor your gift is currently run through after February 28, 2023. After that time, your recurring donations will cease if you do not elect to transfer to our new platform.

3. **What if I want to change something about my recurring gift?**

If you are interested in altering the day of the month your gift is made, increasing the amount of your support, or any other sort of changes, you can do this when you re-initiate your monthly giving on the new platform.

4. **I'm being charged each month; don't you already have my credit card information on file?**

For your security, Greater Twin Cities United Way as an organization does not store your financial information in our systems. We use the enhanced security of verified third-party payment processors, who maintain the highest standards for security in order to protect your financial information. As a result, we have no direct access to your credit card details. While we can make changes on your behalf to your existing transactions, we cannot transfer your information from one processor to another.

5. **How do I get started with the new payment processor?**

First, let us know you wish to cancel your existing recurring payment through the current processor either via this [form](#), or by contacting us at accountsreceivable@gtcuw.org. Then you will be directed to go to our [website](#) to initiate a new monthly recurring gift. Then you are all set!

6. **How will I know if I've been successfully transferred?**

If you sign up through our website, you will immediately receive a confirmation email for your transaction. Additionally, within 2-4 weeks of transitioning, you will receive follow-up correspondence via email or mail thanking you for transitioning and confirming your recurring gift intentions.

7. **What if I want to talk to someone about this request?**

You can receive additional support either by emailing accountsreceivable@gtcuw.org or by contacting Linda Polliard in our accounts receivable department at 612-340-7575.