

THE HILLS

LOVING • GIVING • LIVING

GIVING FAQ

1 - How can I give to The Hills?

You can give online at thehillsnashville.com/give via our new partner tithely. It only takes a few minutes to give and setup your account. Once you have an account, you'll be able to see your giving history and manage your account.

You can also give via cash or check at church or by mail [The Hills - POB 58462, Nashville, TN 37205].

2 - How do I see my 2020 giving in one place [Pushpay + Tithely Gifts]?

We will send out giving statements via email by the end of January 2021. If you'd like to view your gifts + already have an account on [our database](#), you can look at "My Giving" there. If you do not, **fill out this form** & we will send you login information! You can also update your information on the form if you need to update email address or any other info.

The Hills

Admin Area ▾ Home Roster Songs Calendar Unavailability My Giving

My Profile / Giving / Transactions

Me

- Edit Profile
- Profile Picture
- Giving
- Family
- Needs
- Preferences

Transactions

Saturday, December 19, 2020

- \$404.34 Legacy Fund [Tax Deductible](#)

Tuesday, December 15, 2020

- \$210.40 Tithes [Tax Deductible](#)

Tuesday, December 1, 2020

- \$210.40 Tithes [Tax Deductible](#)

Monday, November 16, 2020

- \$210.40 Tithes [Tax Deductible](#)

3 - Does it cost me anything?

Nope! It costs you nothing to give to your church using Tithely. As with all giving platforms, there are processing fees for the church & there is the option to cover your church's fees but this is strictly optional.

4 - Is my Credit / Debit card information secure?

Yes! We take data and payment information security very seriously. All sensitive financial information is stored with bank level security. All information transmitted to our banking partner and on our site is done via an encrypted HTTPS (SSL) connection; and stored by our banking partner to PCI DSS Level 1 compliant standards.

5 - How will my data be used?

Your personal data will **never** be sold, traded, or given out to third parties.

6 - How will I know when my credit, debit, or ACH is charged?

Anytime you're charged you will receive an email confirmation.

7 - How long does it take for The Hills to receive my gift?

It usually takes about 2-3 days between the time you give and when it appears in your church's bank account.

8 - What if I accidentally type the wrong amount?

If you make a mistake giving, make sure to contact us at info@thehillsnashville.com and we can refund the wrong amount, and then you can make another donation for the correct amount. Refunds may take up to 7 business days to appear back in your account.

9 - How do I change/cancel my recurring gift?

In order to change your auto recurring gift fund/designation, you will need to delete your existing recurring gift and then setup a new recurring gift. Instructions on how to do this can be found [here](#).

10 - How do I change/update my payment method?

If you already have an account with [Tithe.ly](#) and would like to change your payment information, you can do so from the [Tithe.ly](#) app or by logging into your account online and clicking on "Payment Methods" in the menu bar. You will need to delete your old form of payment and add a new one. For a step-by-step walk through of this you can [learn more here](#).