


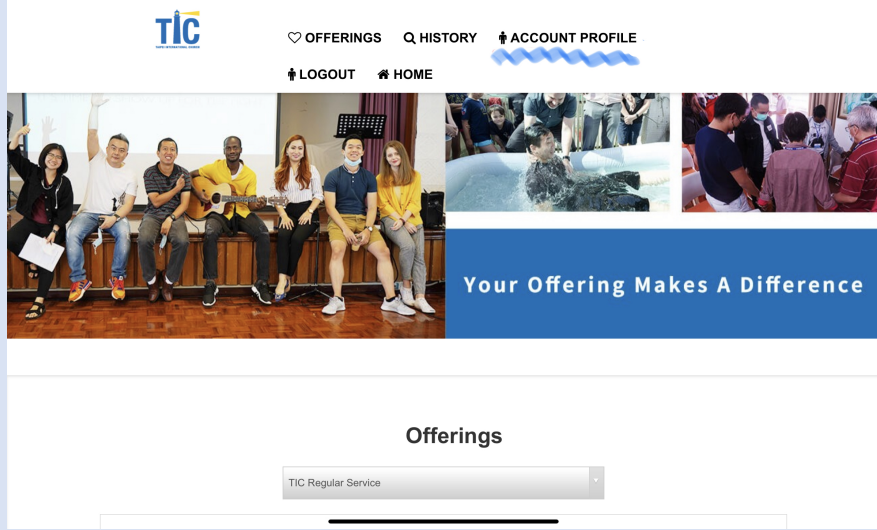
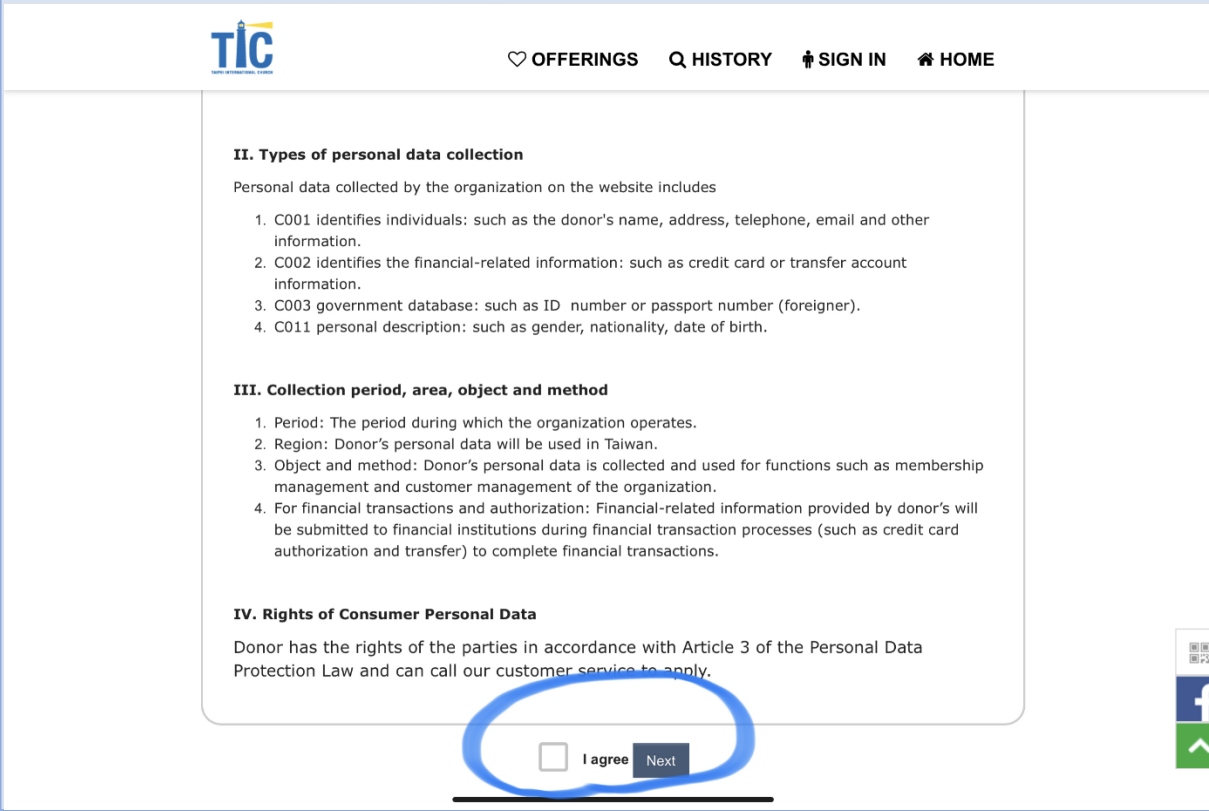


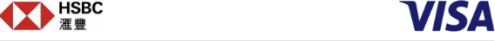


FAQs

No	Question	Answer
1	How is this e-giving platform different from the one we already have?	This platform is for credit card giving.
2	What credit cards are acceptable?	Visa, MasterCard, JCB   
3	Can I use Union Pay?	Not at this time.
4	What if I forget my password?	Click “forgot password” and a computer-generated password will be sent to your email account.
5	How do I change my password?	Please log in. Click on Account Profile. Once there, you can change your password. 
6	What if I forget my account name?	Please send an email to giving@taipeichurch.org, and your account name will be emailed to you.
7	What is Recurring Offering?	Recurring Offering is automated monthly giving, but is currently unavailable.

8	What happens if I signed up for recurring offering but want to cancel after a few months?	Please write an email to giving@taipeichurch.org, and we will cancel your recurring offering. Currently, Recurring Offering is not available.
9	What are the common errors in using the e-giving platform?	<p>Failure to check the permission box on personal information protection</p> 
10	What are the common errors when entering the credit card information?	<p>Failure to enter the 3-digit Card Verification Code (CVC) at the back of the credit card. Failure to enter the self-generated security number (4 digit number).</p> 

20	What is a 3D verification process?	<p>After filling in the credit card information, the card issuer sends a security number to your phone or email. Please enter this security number in the box.</p> <div data-bbox="627 204 1272 798">  <p>交易驗證碼確認</p> <p>特約商店：社團法人中華民國國際基督徒親善協會 交易金額：100.00 TWD 信用卡號：450307*****4366 交易日期：2021/06/22 17:51:10</p> <p>取得OTP服務密碼(Get the password)</p> <p>取消(cancel)</p> <p>1.請點選「取得簡訊傳送交易密碼」按鍵，本行將於5分鐘內以簡訊傳送動態驗證碼。 2.請檢視留存本行手機以取得動態驗證碼並立即輸入送出。 3.若您無法完成交易或未收到動態驗證碼，請與客服中心聯絡，電話(02)6616 6000。</p> </div> <div data-bbox="1294 204 1892 906">  <p>交易驗證碼確認</p> <p>特約商店：社團法人中華民國國際基督徒親善協會 交易金額：100.00 TWD 信用卡號：450307*****4366 交易日期：2021/06/22 17:51:10</p> <p>此筆交易動態驗證碼已寄出，請檢視您的簡訊內容，並請盡速輸入動態驗證碼。</p> <p>請輸入網路刷卡OTP服務密碼(Please enter the passwc</p> <p>送出(submit)</p> <p>取消(cancel)</p> <p>沒有收到簡訊OTP服務密碼？</p> <p>重新取得OTP服務密碼(Get the password again)</p> <p>1.請點選「取得簡訊傳送交易密碼」按鍵，本行將於5分鐘內以簡訊傳送動態驗證碼。 2.請檢視留存本行手機以取得動態驗證碼並立即輸入送出。 3.若您無法完成交易或未收到動態驗證碼，請與客服中心聯絡，電話(02)6616 6000。</p> </div>