

## Frequently Asked Questions on GoCardless Payments

### **a. What is the transaction fee for the Merchant?**

GoCardless will only ever charge us 1% of the transaction amount, up to a maximum of £2, regardless of the amount donated!

### **b. How can I access my GoCardless Account?**

You can access your GoCardless account by clicking Log In at <http://gocardless.com> using the email address and password you provided when you first set up your payment. If you are not sure of your email, you can check back through your Inbox for any payment notifications you have received. Once you are logged into your account, you can view all your payments, manage them (including making cancellations), and update your details.

To see all the payments you have made, stay in the 'Payments' tab where you will start. Here, you can see a list of all the money we have collected from you, and whether it was successful or not. Click on a payment in the list to see more details, including a timeline which will show when it will leave your bank account, and when we will receive the money.

### **c. How can I cancel my Direct Debit?**

If at any time you want to cancel your payment, go into your GoCardless account, click through to the 'Authorisations' tab, click on the list, click the cog in the top right hand corner of the screen and then click 'Cancel payments'.

### **d. I have already set up a payment, but I want to increase the amount. How can I do this?**

Go into your GoCardless account and cancel your original payment plan. Then re-enter through your preferred GoCardless monthly payment link on our website.

### **e. I live overseas and cannot use the online monthly payment system. How can I make a payment?**

You can use the PayPal button in the above section.

### **f. Can I make a one-off lump sum payment instead of, or in addition to, paying a monthly direct debit?**

Yes, you can use any of the "One-Off donation" links, which we have provided above, or if you want to donate a different sum of your choice then you can contact us and we will send you the appropriate link by email.

### **g. Why haven't I received an acknowledgement for my payment?**

Visit your GoCardless account and check that your email details have been entered correctly. Alternatively check your junk/spam mail folder. If you are still having problems, please do not hesitate to contact us at our email listed above.

### **h. I have forgotten my password. How can I access my GoCardless account?**

If you cannot remember your password, just click the 'Forgotten your password?' button and it will be emailed to you right away.

### **i. How do I change my bank details?**

It is easy to change your bank details too if you have switched accounts. Enter your GoCardless account, and click 'Customer' in the top-right of the screen, and then 'Settings'. Choose 'Bank accounts' on the left-hand side, and then add your new details. Your payment to Tiphereth will automatically be transferred to the new account.

Finally, if you have any difficulties with your payment, which are not, answered here, please email us via our email listed above. After donating by any of these methods, we will get back to you to thank you.