

## **OLPH Pre-Authorized Payment Frequently Asked Questions**

### **Question 1:**

*How do I sign-up?*

By filling-in a green OLPH PAP form and attaching a VOIDED cheque, OLPH will be able to automatically make monthly withdrawals from your bank account.

### **Question 2:**

*What if I want to make changes later on?*

You can make changes at any time by contacting OLPH parish staff in the office and filling in a revised PAP form to reflect your new changes [i.e. a change in your contribution, a change of banking information, etc.].

### **Question 3:**

*Why should I make the move to PAP instead of my weekly contribution envelopes?*

By making the switch to PAP, you will insure that your regular contributions happen automatically and are tracked to your contribution record without having to be recorded weekly by the parish counting team and the subsequent key entry of envelopes. It ensures that your contributions are made even when you are away on vacation and cannot attend. It helps the parish in their financial planning.

### **Question 4:**

*I feel guilty in not putting anything in the collection basket when it comes to me – what can I do?*

Many parishioners want to continue using envelopes and check the PAP box on the front of the envelope indicating they give by PAP. This is encouraged!

### **Question 5:**

*If I sign up for PAP today, when will deductions begin?*

Deductions will start automatically on the first Wednesday of the following month.

**Question 6:**

*Why can't I sign up online instead of filling out a green PAP form?*

OLPH parish is investigating the ability to receive electronic payment directly from parishioners like other charities are able to do. There will be communication in the parish bulletin and on the website as soon as this capability is available for your use. Most parishes are working to make this a reality, based on feedback from their parishioners.

**Question 7:**

*Who will see my banking information from my VOIDED cheque?*

Your information is being held in full confidence by the parish staff in the office. Nobody else will have access to your PAP sign-up forms. If you sign-up today, they will be collected in a secure manner and passed directly to the OLPH office staff for processing.

**Question 8:**

*If I don't have a VOIDED cheque today but want to join PAP, what can I do?*

You can come to the parish office at any time and complete your sign-up.

**Question 9:**

*I used to have envelopes but I have not been getting any in the mail for the past few years – I use a yellow envelope to make my weekly contributions. Why am I not getting my envelopes?*

Envelopes are no longer mailed out but are now available in the foyer area until the end of January. Please contact parish staff in the office for envelopes if you cannot locate yours in the foyer area

**Question 10:**

*Instead of PAP, is it possible to make a contribution using a credit card?*

We are working to make this a reality at Our Lady of Perpetual Help Church by early 2019. There will be an enrollment drive taking place as we start Lent 2019. Stay tuned!