

## Frequently Asked Questions on Automatic Debit Services

Q: What are “automatic debit services” and what does it have to do with St. Louis Catholic Church?

A: You can now authorize St. Louis Catholic Church to automatically debit your checking or savings account for your weekly, monthly, quarterly or annual contributions.

Q: Does this service cost anything?

A: No, it is free and being offered for your convenience!

Q: Does it matter where my bank account is?

A: No. St. Louis Catholic Church’s account will be with Main Source Bank; however, withdrawals can be made from any bank as long as you provide an accurate routing and account number. There is no additional fee if you bank somewhere other than Main Source.

Q: What happens if a deduction is made against my account and I have insufficient funds?

A: You will be charged any fees that your bank charges for a debit that involves insufficient funds. St. Louis Catholic Church will not impose any fees.

Q: What about collection envelopes?

A: For the time being, you will still receive the envelopes. If you wish, you can place your envelope in the Sunday collection basket and mark that you gave electronically; however, this will not be necessary for the parish office to keep track of your contributions.

Q: What about “special” and “second” collections?

A: We plan to include the option to have these collections automatically withdrawn in the future; until further notice, however, you should plan to use the envelopes in your monthly packet.

Q: Who will have access to the information I provide to the St. Louis Parish Office?

A: Only the business manager, parish secretary and the pastor will have access to such information. All forms and computer reports will be kept secure and confidentially.

Q: How do I enroll in this service?

A: You can pick up enrollment forms at the back of church, in the parish office or from the church website ([www.stlouis-batesville.org](http://www.stlouis-batesville.org)); forms should be submitted to the Business Manager at the parish office.

Q: When can I start?

A: You can start anytime throughout the year. Just pick up a form and the parish office will process it within 7 days.

Q: When will the automatic withdrawals occur?

A: Weekly withdrawals will occur on Friday.

Monthly withdrawals will occur on the first Friday of the month.

Quarterly withdrawals will occur on the first Friday of January, April, July and October.

Annual withdrawals will occur on the date specified.

Q: What is a prenote?

A: A prenote is a transaction that will be debited through your account for \$0.00 to verify that account information is correct.

Q: What if I need to make a change to my information?

A: Just pick up a “CHANGE AUTHORIZATION FORM” at the back of church, the parish office or the website. Complete the form and submit to the parish office. Your changes will be processed within 7 days.

Q: How do I ensure that the proper amounts are being withdrawn from my account?

A: You can review your monthly bank statements to help the business manager ensure accuracy. Also, if you choose, an email will be automatically sent to you from Main Source Bank each time a withdrawal is made. If you find an error or have a question, just contact the parish office. The business manager will also be reviewing regular reports to ensure accuracy of deductions; appropriate policies and procedures will be implemented to ensure accurate processing.