

## **Q & A**

### **How do I give?**

You may give through Tithe.ly or Electronic Funds Transfer

### **Why is St Maurice only accepting contactless giving?**

Due to the pandemic changes we are unable to accept cash and cheques in a way that ensures safety precautions for our staff and volunteers. As well we are unable to satisfy the diocesan regulations for secure deposits due to physical distancing measures. We also believe this is a more cost effective and convenient way of the future.

### **This is confusing. How do I get help?**

We are more than happy to assist you! Please call the office at 819-918-6338 or email at [office@stmauriceparish.com](mailto:office@stmauriceparish.com). You can also email our Operations Coordinator Claire directly [claire@stmauriceparish.com](mailto:claire@stmauriceparish.com). Please don't hesitate to get in touch!

### **Where are the envelopes boxes?**

Contactless giving is not compatible with the envelope system. Think of Tithe.ly as your electronic envelope.

### **What about special collections?**

When you make a donation in tithe.ly, there is a dropdown menu which lists the special donations. Just add the amount you wish to donate. You will receive notifications of upcoming special donation dates through your app, via text message and on the website. There is a year long calendar located under the GIVE tab as well to assist your financial planning.

### **I am a visitor, can I make a donation?**

Thank you for your generosity! You can still use make a donation and receive a tax receipt.

**I am watching the livestream but I don't belong to St. Maurice parish, can I make a donation?**

Thank you for your generosity! You can still use make a donation and receive a tax receipt.

**I haven't used Tithe.ly but I have made donations, are they accounted for?**

The office has recorded all donations into Thithe.ly regardless of registration. When you register, the app will recognize your information and synchronize any previously recorded donations into your account.

**How will I get a tax receipt? How will tax receipts work without envelope boxes?**

Your tax receipt will be issued through your Tithe.ly account. Your account is the same as it was when using envelopes only now you are registered simply by name and not by a number. You can receive your tax receipt via email and it will be available to you much earlier in the tax season than previous years. You can also request your receipt be mailed.

**What happened to the cheques/cash I donated earlier in the year?  
What happened to my donations before the pandemic?**

All the donations received by St. Maurice Parish in 2020 have been processed into the Tithe.ly management system. We used a secure data migration system to make the transfers from our old system. You will receive one itemized tax receipt for all your 2020 donations. If you have any concerns please contact the office [office@stmauriceparish.com](mailto:office@stmauriceparish.com)