

Frequently Asked Questions

CPX is adopting Fundraise Up, an online donation platform designed to make giving simple, seamless, and efficient.

Why am I receiving emails about this?

We want to keep you informed and reassure you that our transition to Fundraise Up is smooth, secure, and requires no action from you.

What do I need to do?

Nothing at all. Your regular gift will continue exactly as it does now: the same amount, the same frequency, and the same impact. We will make this transition on your behalf.

Will anything change about my donation?

No changes will be made to your donation amount or your transaction schedule. When the transition occurs, depending on timing, it is possible that some donors may be charged a day or two later than normal, but this will be a one-off for the month and should not impact following months.

Is my information safe?

Yes, absolutely! All donor information is handled securely and in line with strict data protection standards. Fundraise Up uses industry-leading encryption and security protocols. We take great care to steward your information responsibly.

Will my payment details change?

No. Your existing payment information has been securely transferred to the new system. You don't need to re-enter anything.

Can I still change or cancel my donation?

Yes, at any time. You'll now have even more control, with the option to manage your donation through an online Donor Portal where you can:

- See your donation history
- Manage your recurring plans
- Download tax receipts
- Update your contact details

The Donor Portal has no passwords so there's nothing to lose and nothing to set up in advance. Each time you want to sign in, you receive a secure link by email. Simply click the private link to open your portal. The link is private to you.

There are two ways to navigate to the Donor Portal. The first is after you donate, CPX sends you a thank-you email after each donation. Click the button 'Go to Donor Portal' at the bottom of that email.

At any other time, go to publicchristianity.donorsupport.co and enter the email address you used when you donated. Check your inbox for a sign-in link from CPX.

You can also continue to call or email us if you prefer.

Continued on next page.

What new features will I get with Fundraise Up?

You'll benefit from:

- Easy access to your online donor account
- The ability to update payment methods and personal details yourself
- A clear donation history and downloadable tax receipts
- More convenient payment options
- A faster, smoother donation experience
- Our team will also spend less time on manual processes, allowing more resources to go directly to our work

I noticed an optional processing fee, what is that?

During checkout, some donors may see an optional card processing fee.

- This fee is charged by the payment provider, not by CPX.
- It is the standard cost banks and card processors apply.
- **Covering the fee is entirely optional.** Most donors choose based on what works for them.
- Every payment method has a transaction fee, but Fundraise Up shows it transparently.

Why does the fee appear higher than before?

Fundraise Up displays the processing fee more visibly so donors can choose whether to cover it. While it may seem slightly higher, the platform's automation significantly reduces administrative time and costs. This ensures your generosity goes further.

How will I know when the transition is complete?

You'll receive a confirmation email letting you know when your donation has been fully moved into the new system.

What if my payment fails during the transition?

If there are any issues, our team will contact you directly to ensure your support continues smoothly. You don't need to monitor or update anything unless we reach out.

Who can I talk to if I have questions?

We're here to help.
You can reach us at:

 +61 2 5017 7888

 info@publicchristianity.org