



# FAQs - BPAY for Giving



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You can now give to your Corps conveniently and safely through BPAY!  
Below are some Frequently Asked Questions to support you to give using the BPAY method.

## General Information

### What is BPAY?

- BPAY is an electronic payment service in Australia that allows you to make payments securely through your online banking. We have set up a unique BPAY biller code and reference number for you to give securely.

### Why are we making the change to BPAY?

- We are adopting BPAY as the preferred electronic giving method to streamline our financial processes to ensure more efficient handling of offerings.

### Are there any fees associated with BPAY?

- The Salvation Army and the Corps do not charge any fees for BPAY donations. However, please check with your bank to confirm if they impose any transaction fees.

## Setting up BPAY

### How do I set up BPAY to give to my Corps?

- A Quick Reference Guide has been developed that you can refer to, which will assist you in setting up BPAY. Please ask your Corps Officer for further information.

### What information do I need to give via BPAY?

- You will need the Corps' BPAY Biller Code and your reference number. Please speak to your Corps Officer who will be able to provide you with these details.

## Recurring BPAY

### Can I set BPAY up to give regularly?

- Yes, when you are setting up BPAY to give to your Corps, you will have the option to set up a recurring payment. Please refer to the Quick Reference Guide for further information.



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## Security and Privacy

### Is it safe to give via BPAY?

- BPAY is a secure and trusted payment method. Your financial details are encrypted, and transactions are processed through your bank's secure online platform.

### Will my personal information be shared with third parties through BPAY?

- No, your personal information is confidential and will not be shared with third parties. The Salvation Army adheres to privacy policies and regulations to ensure the security of your data.

### Can I give anonymously through BPAY?

- Yes, each Corps will be allocated a generic Reference Number that can be used for anonymous tithes and offerings. However, this method of giving is not recommended, as confirmation of your giving is not possible.

## Troubleshooting and Issues

### What if I encounter issues with BPAY?

- If you face any issues, please contact your bank's customer support. For Corps related enquires, please reach out to your Corps Officer.

### My BPAY offering won't go through. What should I do?

- Firstly, check that you have the correct details including BPAY Biller Code and Reference Number. If the payment is still not working, please contact your bank directly.