
SOUTH QUEENSLAND CONFERENCE E-GIVING IMPORTANT NOTICE

Dear South QLD Conference E-Giving User:

We are writing to you as a registered user of the South Queensland Conference's E-giving system (if you receive this email more than once it is because you have multiple user names/email addresses currently registered with this system). This facility has been operated by us for the past twelve years and has served us well in providing our users with a secure and convenient means of electronically returning tithes and contributing offerings and other donations. We thank you for your support and use of this service over the years.

The facility was operated through an external service provider that changed hands four years ago. The current service provider has very recently informed us that they are retiring this particular product as at 31st December 2016, but are requesting us to stop processing payments with immediate effect. As a result of this the current E-giving platform will no longer be available to us and to our users.

The service provider suggested that we switch to one of their other products for processing of payments. However, none of their currently available options are suited to our purposes, so we need to look elsewhere for alternative means of providing a facility with similar features to those previously available. Westpac Bank which provides the back-end processing for the facility is currently working on possible alternatives for the Conferences affected by this closure of the platform at very short notice. With the Christmas holidays almost upon us, it is likely to take some time to investigate the alternatives and to test and set up any new system we may decide upon.

We request that you **please stop using the South Queensland Conference E-giving site for the purpose of making payments with immediate effect.** All scheduled (recurring) Direct Debit payment arrangements that you may have set up will also be discontinued with immediate effect. All payments completed to date this month will be correctly processed and forwarded on to your respective selected churches as per normal.

We apologize for the inconvenience caused by the short notice. For the present, we suggest that you revert to making your payments directly to your church via your tithe envelope or the credit card option available there. Alternatively you may wish to look at the other electronic options available, consisting of the eGIVING App and the SPD E-giving site via the SQ Conference website <http://sq.adventist.org.au/giving/egiving/> (click on *South Queensland (via SPD)*).

Please bear with us as we work through this, and rest assured we will notify you as soon as we have more information to share. If you have any queries, please email sqegiving@adventist.org.au

Treasury Department

Seventh-day Adventist Church (SQ Conference) Ltd

ABN: 23 104 195 897
Administration and Resourcing Centre
400 Boundary Street
SPRING HILL QLD 4000
(PO Box 577, Spring Hill QLD 4004)
Phone: 61 7 3218 7777
Fax: 61 7 3218 7790

