



# FAQs - BPAY for Giving



**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 giving method as BPAY offers numerous benefits, notably simplicity and confidence in transferring money. BPAY provides givers with improved transaction visibility by identifying the BPAY Biller Name before any offering is transferred. This combination of simplicity, confidence in recipients, and improved visibility makes BPAY a trusted choice for planned giving.

### 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 individual Reference Number. Please speak to your Corps Officer who will be able to provide you with these details.



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## 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.

## 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.