

## **MidwayUSA Foundation Policy Document**

Department: Programs and Financial Groups
Authority: Executive Director

Process Owner: Program Coordination Manager

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## **Recurring Gift Policy**

## **Purpose**

To define how recurring gifts will be processed and managed.

## **Policy Statements**

- 1. Recurring gifts will be processed on the donor's credit card.
  - 1.1. The frequency option available to the donor is a monthly schedule.
  - 1.2. Capture days, or draw date, options available to the donor are the 1st or 15th.
  - 1.3. Credit card fees are paid by the Foundation unless the donor opts to cover the fees.
- 2. Recurring gifts will continue to be processed as scheduled until the donor requests to modify or terminate the donation.
  - 2.1. A recurring gift modification or termination must be submitted at least five (5) days prior to the next scheduled capture to ensure the changes are processed in time.
  - 2.2. Written requests must be submitted to <a href="mailto:lnfo@MidwayUSAFoundation.org">lnfo@MidwayUSAFoundation.org</a> or mailed to 6001 W Van Horn Tavern Rd, Suite C, Columbia, MO 65203-9258.
    - 2.2.1. Requests must be accompanied by either the Recurring Gift Modification Form or the Recurring Gift Termination Form, which are available at <a href="https://www.midwayusafoundation.org/">https://www.midwayusafoundation.org/</a>.
  - 2.3. Phone call requests must utilize (877) 375-4570 and will receive a confirmation email once the modifications are complete.
  - 2.4. Modification or termination of a recurring gift may affect the recipient endowment's eligibility for awards and incentives.
- 3. Recurring gifts that receive a rejection or decline of the card, will be placed on hold, and the donor will be notified.
  - 3.1. Donor must provide updated card information if it is no longer valid.
    - 3.1.1. Failure to provide updated card information in a timely manner will result in the termination of the recurring gift. A contact deadline will be given prior to termination.
  - 3.2. If the rejection issue is resolved, the donor may have the option to ask for a recapture.
- 4. The Foundation will not refund any recurring gifts already processed unless the processed gift was due to an error by the Foundation or a Foundation service provider.