

FAQs

Here are the answers to some of the most frequently asked questions.
Should you require further information, please do not hesitate to contact us
by email at donations@cmacan.org or by phone at 416-674-7878, extension 234.

1. I'm having trouble donating online, how can I get help or find out what happened to my donation?
2. What is the difference between a worker's support, work fund, car fund and outfit fund?
3. How do I donate to a worker's support, work, outfit, or approved project; I cannot figure it out?
4. How do I give to a specific emergency and get matching government funds?
5. How do I change my credit card information?
6. How do I give a gift in memory or in honour of someone?
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8. I don't want to give online, can I send a cheque?
9. I don't have a cheque, can someone send in a donation on my behalf?
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31. Do you sell/trade donor information?
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1. I'm having trouble donating online, how can I get help or find out what happened to my donation? [\(FAQs\)](#)

If you are experiencing troubles donating online please email donations@cmacan.org or phone 416-674-7878, extension 234. Your inquiry will be responded to by the next business day. If you have received an error message when donating online, please make a note of it and include it in your correspondence.

2. What is the difference between a worker's support, work fund, car fund and outfit fund? [\(FAQs\)](#)

Support for individual workers is included as part of that worker's allowance. Allowances are based on the cost of living in the country they're serving. Support covers salaries, housing, transportation and basic living expenses.

Work Funds provide additional funds for ministry work on the field, as approved by the leadership team in the region. Some workers also have a **Car Fund** approved by the leadership team.

Outfit Funds provide additional funds for personal or living expenses such as appliances, furniture, household articles, etc. Outfit fund donations are tax receiptable to the donor and are taxable income for the worker. The yearly limit is \$3,000 per worker. Excess donations will be sent in the following year.

3. How do I donate to a worker's support, work, outfit, or approved project; I cannot figure it out? [\(FAQs\)](#)

To make a donation go to www.cmacan.org/give. Select "International Workers" and look for their region.

If they are in a closed country, you can donate by choosing "Undisclosed" and then type in their name and fund you want your donation to go towards.

If they are in open country, they will be listed under their region. Under "DESIGNATE YOUR DONATION" select the worker's name. When the page refreshes there will be a secondary list to indicate if you want your donation to go towards their support, work, outfit, car or approved project (or whatever funds are available for that worker).

4. How do I give to a specific emergency and get matching government funds? [\(FAQs\)](#)

When an emergency occurs Alliance Justice & Compassion communicates with our workers and/or partners who work in that area to look at both immediate relief and long term recovery. When there is no government matching program, donations are to be designated for the Global Emergency Response Fund. Only when the Canadian government announces a matching program for a specific relief effort and we opt to participate in it, is a separate account is set up for that specific relief effort.

In this case go to www.cmacan.org/give. Select "Projects (Approved Specials)" and then select "Emergency Response". There will be a separate designation for you to make a donation (i.e. "Nepal Earthquake Relief Fund"). If the Canadian government announces a government matching program they will also announce a deadline for funds to be received by. This deadline applies to both online donations and those received at the National Office.

5. How do I change my credit card information? [\(FAQs\)](#)

To change your credit card information please contact Donor Relations at:

phone 416-674-7878, extension 234

fax 416-674-0808

email donations@cmacan.org

6. How do I give a gift in memory or in honour of someone? [\(FAQs\)](#)

Donations can be made in memory or in honour of someone. When you make such a donation a card is sent to the individual that is being honoured or the family member who is being remembered.

For online donations – To make a donation in memory of or in honour of someone, click on www.cmacan.org/give. Select either "International Workers" or "Projects (Approved Specials)" and then select "Gifts in Memory/Honour" to choose to honour someone special to you or to make a donation in memory of someone.

For cheques or cash, please send your gift to the National Office and attach a note to your donation that you would like this donation in memory or in honour of (name) . We will use that name when we send the card.

7. What payment methods does C&MA accept online? [\(FAQs\)](#)

C&MA Canada accepts donations by MasterCard, Visa and PayPal.

8. I don't want to give online, can I send a cheque? [\(FAQs\)](#)

C&MA Canada accepts donations sent in by cheque, money order, bank draft or cash. Please make them payable to "C&MA Canada" and send to: C&MA Canada, 30 Carrier Drive, Suite 100, Toronto, ON M9W 5T7.

9. I don't have a cheque, can someone send in a donation on my behalf? [\(FAQs\)](#)

Tax receipts are issued only to the name printed on the cheque. If you do not have a cheque and wish to make a donation, please send a money order or bank draft; that will enable us to issue a tax receipt in your name.

10. A group of us are making a donation; can we each receive a tax receipt? [\(FAQs\)](#)

If a number of people contribute to the donation, please send a money order or bank draft and include names, amounts and full addresses of those participating in the donation. If a group donation is sent by cheque, we are only able to issue a tax receipt to the name printed on the cheque.

11. How do I cancel an online monthly gift? [\(FAQs\)](#)

*To cancel a monthly gift please email donations@cmacan.org or contact Donor Relations with your request -
phone 416-674-7878, extension 234*

fax 416-674-0808

NOTE: Online monthly gifts are processed on the 15th of each month. For cancellations, please contact us 10 days prior to the 15th of the month to ensure the cancellation goes through.

12. How do I cancel a Pre-Authorized Payment? [\(FAQs\)](#)

To cancel a Pre-Authorized Payment please email donations@cmacan.org or contact Donor Relations with your request:

phone 416-674-7878, extension 234

fax 416-674-0808

NOTE: Pre-Authorized payments go through on the 5th of each month. For cancellations, please contact us 10 days prior to the 5th of the month to ensure the cancellation goes through.

13. How do I update my personal information? [\(FAQs\)](#)

To update your personal information please contact Donor Relations at:

phone 416-674-7878, extension 234

fax 416-674-0808

email donations@cmacan.org

14. How do I make a monthly donation? [\(FAQs\)](#)

To set up a monthly donation go to www.cmacan.org/give

Select the worker or project you want to donate to monthly. Under "Enter Your Payment Information" select "Monthly Payments Credit Card".

15. How can I make an in-kind donation? [\(FAQs\)](#)

To make an in-kind donation, please contact Debbie Law @ debbie.law@cmacan.org or phone 416-674-7878, extension 234. A blank Letter of Authorization and Directive will be faxed or emailed to you to submit to your financial advisor. Generally it takes 3 weeks for the paperwork, sale and purchase of shares, and funds to be sent out from the National Office. Tax receipts are issued when the money is received from our brokerage and disbursed to the designated C&MA fund or church of your choice.

16. Can I give a personal gift to a worker? [\(FAQs\)](#)

Personal gifts (birthdays, Christmas) for workers can be made online at www.cmacan.org/give Select "International Workers" and then select "Personal Gifts". Please note that we cannot provide a tax receipt for these types of gifts. The gift will be sent to the worker in the month following the receipt of the personal gift.

17. If my donation fails to go through, will I be notified? [\(FAQs\)](#)

For monthly donation plans, you will receive an email if your credit card has expired or donation didn't go through. For one-time donations you will see an error code on the donation page; there was some type of problem processing your donation. Please take note of the error and send an email to donations@cmacan.org for further assistance.

18. How do I donate directly to Canadian Ministries? [\(FAQs\)](#)

Donations for Canadian Ministries can be made online at www.cmacan.org/give. Select "Projects (Approved Specials)" then select "Sea to Sea". If you are donating to one of the New Ventures in Canada, please send your donation to your District Office.

19. What fees are involved when making a donation? [\(FAQs\)](#)

We receive donations through three main methods:

1. Cheques in the mail or direct deposits from churches
2. Pre-authorized payments through the bank on the 5th of each month
3. Online donations, whether one-time or monthly on the 15th of each month

Cheques, direct deposits, and pre-authorized payments may have a 5% C&MA Canada admin fee, depending on the designation. Sometimes the 5% is waived.

Online donations have up to a 4% processing fee for donations through PayPal, Visa, MasterCard, or CanadaHelps, and possibly a 5% C&MA Canada admin fee, depending on the designation.

20. What does the 5% C&MA Canada admin fee go towards? [\(FAQs\)](#)

The 5% administrative fee offsets the expenses of administering many of our projects, car funds, and work funds; in some cases the 5% admin fee is waived. These fees are put into C&MA Canada's General Fund as "Ministry Support Income", to be used for the ongoing work of our mission and calling. You can be sure that every donation dollar is accounted for and designated as you have specified; our goal is to maximize the impact of every donation. Your tax receipt will be the full amount of your donation.

21. Can I donate in a currency other than Canadian dollars? [\(FAQs\)](#)

You can donate in a currency other than Canadian dollars. When you enter your address and the country is other than Canada, the donation amount will be converted from that country's currency to Canadian dollars.

22. Can I donate to C&MA Canada through CanadaHelps? [\(FAQs\)](#)

C&MA Canada has set up a profile at www.Canadahelps.org to enable donations to be made. Under "Search By Charity Keywords" enter "The Christian and Missionary Alliance in Canada". Click on our name from the list (We are located in Toronto). Select "Donate Now" and select either a one-time donation or a monthly donation. Canada Helps will send you a tax receipt for your donation to C&MA Canada.

23. What is the address to mail my donation? [\(FAQs\)](#)

Please mail donations to: C&MA Canada, 30 Carrier Drive, Suite 100, Toronto, ON M9W 5T7

24. Does C&MA Canada accept Electronic Fund Transfers (EFT)? [\(FAQs\)](#)

C&MA Canada is not able to accept donations using Electronic Fund Transfers.

25. How do I get a copy of the audited Financial Statements? [\(FAQs\)](#)

For a copy of the audited Financial Statements, please contact Donor Relations at:

phone 416-674-7878, extension 234

fax 416-674-0808

email donations@cmacan.org

26. Are you a registered charitable business? [\(FAQs\)](#)

Our Charitable Business Number is registered with Canada Revenue Agency: 13306 3859 RR001

27. How do I get my receipt? [\(FAQs\)](#)

For one-time online donation, tax receipts are sent by email immediately following the donation.

For monthly online donations, tax receipts are sent by email in January of the following year.

For donations made through Pre-Authorized Payment, cash or cheque, tax receipts are mailed in January of the following year.

28. I've lost my charitable receipt, how can I get a duplicate receipt? [\(FAQs\)](#)

To receive a duplicate copy of your tax receipt please contact Donor Relations at:

phone 416-674-7878, extension 234

fax 416-674-0808

email donations@cmacan.org

29. Is there a minimum amount of donation to receive a tax receipt? [\(FAQs\)](#)

C&MA Canada issues tax receipts for donations of \$10.00 or more.

30. What is an acknowledgement and how does it differ from a tax receipt? [\(FAQs\)](#)

C&MA Canada sends acknowledgements to donors to confirm that we have received your donation. It also shows what the donation was put towards. For online donations, acknowledgements are sent by email. For donations received at the National Office acknowledgements are mailed.

C&MA Canada also sends tax receipts for income tax purposes.

31. Do you sell/trade donor information? [\(FAQs\)](#)

No, C&MA Canada does not share donor information with any third parties.

32. How does C&MA Canada use my personal information? [\(FAQs\)](#)

Personal information we collect is used for contacting you and knowing how you want to be contacted.

When it comes to handling your credit card information, C&MA Canada adheres to Payment Card Industry Data Security Standards (PCI DSS). Employees who have access to your name and contact information do not have access to your credit card page; this provides security to both the employee and the donor.