A close-up of a logo

Description automatically generated**Pre-Donor Import Courtesy Email Template**

Hello [giver's name]!

Thank you for generously and consistently supporting [ministry name] in ministry to our community.

[ministry name] will be transitioning our online giving to [new platform name] by [Insert Date]. Giving to our ministry will be simpler, both for you as a giver and for our church team.

If you have a recurring gift, [insert how you will be closing the previous account- whether you cancel previous gifts on behalf of the donor or if they need to cancel their previous gift on their own], so all you will need to do is update your preferred payment method.

You will be receiving an email from [Church Name] [new platform name] with a secure link to your account. Once you click the link, you will need to take two steps:

* If you are a one-time giver, enter your desired password
* If you are a recurring giver, enter your preferred method of payment and click save\*\*

\*\*The secure link in the email is time sensitive (72 hours), so be sure to update as soon as possible.

We are so grateful for your continued support of [ministry name]. We appreciate your patience during this transition time. If you need additional assistance, please contact [Insert Contact Info]

God Bless You,

[ministry name]

**Additional Examples for Addressing Previous Platforms**

***Example 1 for Recurring Givers***

*We are disabling our account with [previous giving platform] [specific date] Before that date, please follow these instructions to cancel any active recurring or regularly scheduled gifts:*

*[provide specific instructions on cancelling recurring gifts. Include link to help article or helpful video]*

***Example 2 for One-Time Givers***

*Once you have created your new password and entered your preferred payment method, we will disable your recurring gift in [Previous Platform Name]*