



# Thrivent Choice®

## FAQs for organizations enrolled to receive Choice Dollars® Grant Funds

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### Updating Organization Information

#### Where can I log in?

Currently, we do not have a system for organizations to log in to view Thrivent Choice® information such as transactions and profile updates. Thrivent notifies organizations of deposits via email between the 5th and 7th business day of the month a deposit is received. The emails will contain the names and addresses of clients who directed Choice Dollars® to your organization during the previous month. For legal reasons, we cannot provide the amount of Choice Dollars each client directed. Choice Dollars are not part of a client’s income or tax-deductible. By directing Choice Dollars, clients are recommending that Thrivent donate an amount of its charitable funds to one or more nonprofit organizations.

#### How can I update my organization’s online profile or contact information?

To make changes to your organization’s profile information, including email address, contact person, organization logo, or description, please email requests to [fraternal@thrivent.com](mailto:fraternal@thrivent.com). In your email request, include the following:

- Organization name and address
- Name and position of the person submitting the request
- Complete details of the information that needs updating
  - For logo updates, attach a copy of your organization’s logo. The valid formats to submit your high-resolution logo are JPEG, TIFF, and BMP.

## **How can I update the bank account information for my organization?**

To protect your banking information, never include your bank account details in an email. Emails sent to our Fraternal email box are not a secure method of communication. To update your organization's bank account, send an email to [fraternal@thrivent.com](mailto:fraternal@thrivent.com) with your intention to make a bank account change. We will respond with a link to a secure form for you to provide the necessary information. We do not take bank account changes over the phone.

## **Deposits and Deposit Notifications**

### **When will our organization receive deposits?**

Choice Dollars® grant funds are deposited into your organization's bank account the month following a client making a Choice Dollars direction. You will receive a deposit notification email from Thrivent typically between the 5th and 7th business day of that month. You may receive the funds just prior to the deposit notification email. Please note: If no clients direct Choice Dollars to your organization in a month, no deposit is made, and no email is sent.

### **How will I receive deposits?**

We electronically transfer Choice Dollars® grant funds to your organization's bank account on file. We love seeing positive impacts in our local communities, and by paying funds electronically, it allows us to keep program costs low. We do not pay Choice Dollars grants by check.

### **What information will I receive in the deposit notification?**

The electronic deposit notification email will provide the amount of the total deposit and the names and addresses of the clients directing Choice Dollars® to your organization. Many organizations use this information to send a general thank you to those clients. Note: Let us know if you need any recent deposit notices resent. We retain the past twelve months of available deposit notices.

### **Why can I only see a total dollar amount each month, instead of Choice Dollars® per individual?**

Organizations receiving Choice Dollars® grant funds from Thrivent are provided the names and addresses of the clients that directed Choice Dollars to them; however, we do not provide the amount of Choice Dollars each client directed because the funds received are not from the client, they are from Thrivent. By directing Choice Dollars, the client is making a recommendation as to where they would like to see Thrivent donate some of our outreach funding. Choice Dollars are not part of a client's income or tax-deductible. All funds distributed under the Thrivent Choice® program are exclusively Thrivent's funds and are never owned by clients.

### **Do I need to send tax receipts?**

No. Your organization should not send tax receipts. Choice Dollars® are not part of a client's income or tax-deductible. By directing Choice Dollars, clients are recommending that Thrivent donate an amount of its charitable funds to one or more nonprofit organizations. All funds distributed under the Thrivent Choice® program are exclusively Thrivent's funds and are never owned by clients.

### **How will the deposit show up on our bank statement?**

The Thrivent Choice® grant funds deposit will say "Thrivent Grant" on your statement. Note, each bank can vary and may not always show all the characters in the description. Thrivent has multiple charitable programs available to our clients and employees.

- If you receive a deposit from "Thrivent Charitable" and you have questions, email inquiries to [grants@thrivent.com](mailto:grants@thrivent.com).
- If you receive a deposit from "Thrivent Corporate" and you have questions, email inquiries to [charity@yourcause.com](mailto:charity@yourcause.com).

## **Other Thrivent Choice® Program Information**

### **When is the deadline for clients to direct Choice Dollars®? Do they expire?**

Eligible clients have until March 31 of the following year to direct Choice Dollars® they are designated. For example, all Choice Dollars designated to clients in 2024 will expire on March 31, 2025. Q1 of each year is a great time to use the approved promotional resources available to encourage previous or new supporters to direct Choice Dollars to your organization. These resources are located on [Thrivent.com/ThriventChoice](https://Thrivent.com/ThriventChoice) under the Thrivent Choice Resources section.

### **How does the personal donation feature work?**

All organizations enrolled in Thrivent Choice® are automatically set up to use Thrivent's online giving platform to receive personal donations. Thrivent covers all processing fees, so 100% of the donation goes to your organization to support the good work you do\*. Anyone can donate through this platform—donors do not need to be Thrivent clients. Each enrolled organization has a personal donation option on their page in the Thrivent Choice online catalog. By clicking the "Make a Personal Donation" button, anyone can make a fee-free donation using a credit/debit card or a US bank account. Donations are processed by our Thrivent Charitable Impact and Investing® team and paid to the organization weekly via Electronic Funds Transfer. This team also handles sending tax receipts to donors via email, so you don't need to. \*Thrivent will pay up to \$300,000 in online processing fees per calendar year for personal donations made through Thrivent's online giving platform.

### **How can I promote my organization's enrollment in Thrivent Choice®?**

Visit [Thrivent.com/ThriventChoice](https://thrivent.com/ThriventChoice) for additional information, inserts, and promotional tools. Scroll to the bottom of the page, under the "Thrivent Choice Resources" section, to access the available promotional tools and resources.

### **Where can I find more information about Thrivent Choice?**

Visit [Thrivent.com/ThriventChoice](https://thrivent.com/ThriventChoice). Also, go to the Generosity section of [Thrivent.com](https://thrivent.com) to check out all of Thrivent's unique offerings that enable our clients and others to live more generous and meaningful lives.

### **I have additional questions.**

We would love to help. Send us a note to [fraternal@thrivent.com](mailto:fraternal@thrivent.com) or call 800-847-4836 and say "Thrivent Choice" at the prompt. Our call center hours of operation are Monday through Friday, 7 am to 6 pm CT.

