



# Common Questions About Pricing

## What's with the platform and credit card fees?

GiveGab's platform fee allows us to continue providing valuable features, services, and ongoing support to all of our nonprofit customers. This fee is collected on a per-donation basis. The additional third-party credit card fee is a "nonprofit preferred" fee collected by our payment processor, Stripe, at 2.2% + 30¢ (VISA, MasterCard, & Discover) or 3.5% + 30¢ (AMEX) per transaction.

On average, 66% of donors choose to cover these fees on GiveGab. And as an additional bonus, we cap our platform fee at \$20 per transaction, so your larger donors won't feel discouraged to give online.

## Why should I use GiveGab when I can just use another payment provider, like PayPal, to collect donations?

The GiveGab platform offers so much more than just payment processing for your donations! In addition to providing a wonderful experience for you and your supporters, you'll enjoy robust fundraising and volunteer management software regardless of which plan you choose. From custom-branded campaigns and donation forms to the fantastic customer support you'll receive from our success team, we've got you covered.

## How will I receive my donations?

We believe that your donations are your donations, so GiveGab wants to get them to you as quickly as possible. Which is why we direct deposit all your donations into your bank account on a nightly basis, after your organization has been verified (verification can take up to 3 business days).

## What is ELEVATE?

ELEVATE is a personalized fundraising consulting service which offers 1-on-1 training, guidance, and support to help you grow your online fundraising efforts using the GiveGab platform. This service is automatically included when you sign up for our Advance plan but is also available as a separate service for any nonprofit using GiveGab, regardless of their subscription.