



## **Church of God Benefits Board Payment Processing Transition FAQs**

### **What's happening?**

The Church of God Benefits Board is transitioning to a new payment processor for their benefit payments. We are also working with Suran Systems to update the user interface (UI) where you will go to manage your scheduled payments and see your historical transactions.

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### **How will the change occur?**

After the scheduled payments process on Friday, April 11th, the website will go into maintenance mode and will remain in maintenance mode through the weekend.

You will temporarily not be able to log in to the Church of God Benefits Board payments platform.

The new website will be available early the week of April 14th. You will be able to log in with the same username and password and review your account and schedule payments.

### **Why are you making this change?**

In 2018, Stewardship Technology, our payment processor, was acquired by Paya, which is now Nuevi. This change is a result of that acquisition. Nuevi is sunsetting Stewardship Technology to consolidate **its** payment processing servers. This sunset began in the spring of 2023, and the benefits payment platform is one of the final pieces of the transition.

Stewardship's parent company, Nuevi, will continue to process Church of God Benefit Boards payments but through a different server.

### **How do I log in to the new website?**

You will be able to use the same username and password you used previously. If you have forgotten your username and password, you'll be able to click "Forgot Username or Password" and steps will be provided to help you retrieve your username or reset your password. The instructions will be sent to the email associated with your username.

### **What will happen to my recurring scheduled payments?**

All scheduled payments will automatically be transferred over. It's always a good idea to log in to review the scheduled payments to confirm everything looks as expected.

### **Will I be able to see historical transactions?**

Yes, all transaction history will be migrated over. You will be able to see all of your historic payments.

### **What will the withdrawal look like on my bank statement?**

When you make a payment, the dynamic descriptor for the transaction on your bank statement will say, COGBENEFITSBPAY PURCHASE and a transaction number.

### **What about my church loan payments?**

The church loan payment platform is not transitioning. You will want to reach out to Gayla Iles, [giles@benefitboard.com](mailto:giles@benefitboard.com) to make arrangements.

### **More Questions?**

If you have any further questions feel free to reach out to Gayla Iles at [giles@benefitboard.com](mailto:giles@benefitboard.com).