

FAQ – Gifts to The Land Trust for Tennessee

For the purposes of this document, “gift” or “gifts” encompasses both donations and purchases (e.g. event tickets, merchandise), and “The Land Trust” is representative of The Land Trust for Tennessee.

If you have any questions that are not covered in this document, then please contact us at info@landtrusttn.org or (615) 244-5263.

[Why do I have to register an account in order to make a gift?](#)

[What do you do with my information?](#)

[Is my payment information securely stored?](#)

[How will my gift appear on my account statement?](#)

[What is a recurring gift?](#)

[Can I cancel my recurring gift at any time?](#)

[I made a gift, but I don't see my receipt confirmation email?](#)

[What if I receive an error message while trying to make a gift?](#)

[When will I receive my acknowledgement or tax letter?](#)

Q. Why do I have to register an account in order to make a gift?

A. By creating a user account, you will have the benefit of managing your recurring gifts, including the ability to view past gifts. Providing your contact information also helps us get in touch with you should there be any issues in processing your gift.

Q. What do you do with my information?

A. The Land Trust respects your privacy and takes protecting it seriously. We do not sell or share your information with anyone else. We may contact you if there is an issue with processing your gift, to send you an acknowledgement letter, or simply to thank you for your generosity and support! You may opt out of receiving communications from us at any time.

Q. Is my payment information securely stored?

A. Your payment information is stored in the system, which is operated by SunTrust Bank. The Land Trust, along with SunTrust Bank, are compliant with the PCI Security Standards and are required to prove this compliance on a regular basis. You may also remove your payment information on the “Make A Payment” page.

Q. How will my gift appear on my account statement?

A. Your gift should appear on your credit card or bank statement as “LAND TRUST FOR T”.

Q. What is a recurring gift?

A. A recurring gift is a donation that is given on a regular basis (e.g. weekly, monthly, quarterly, or annually). Consistent financial support is critical to the mission of The Land Trust. We believe every gift, whether big or small, plays a significant role in achieving conservation throughout Tennessee. Every gift counts!

Q. Can I cancel my recurring gift at any time?

A. Yes. While your financial support is important to the mission of The Land Trust, we understand that personal, financial circumstances may change. If you wish to cancel your recurring gift, log into your account, and click on the “Scheduled Payments” tab to cancel a particular occurrence or all scheduled gifts.

Q. I made a gift, but I don’t see my receipt confirmation email?

A. Only gifts made via ACH payments (direct debits) will receive an automated receipt confirmation email. Please allow two hours for the email to be sent to your inbox. If the email has not arrived after two hours, then check your Spam or Junk Mail folder. You can also check whether your gift was processed by logging into your account and clicking on the “Scheduled Payments” and “Payment History” tabs to review the status of your gift. A receipt may be obtained by clicking on the relevant payment “ID”.

Q. What if I receive an error message while trying to make a gift?

A. If you receive an error message upon clicking “Submit” during the final step, then do not try to make the same gift again without checking whether it was actually processed. Click on the “Payment History” tab to review whether the gift appears as being processed or completed. If the gift does not appear, then try to make the gift again. If you encounter this error message again, then please contact us at info@landtrusttn.org or (615) 244-5263.

Q. When will I receive my acknowledgement or tax letter?

A. We strive to send acknowledgement letters within two weeks of your gift being made. For recurring gifts, we endeavor to provide an acknowledgement of all gifts made throughout the previous calendar year within the first two weeks of the new calendar year.