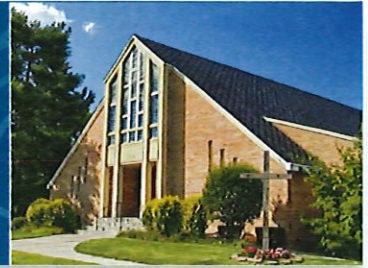


# JOYFUL RESPONSE®



Dear Ministry Partner,

Thank you for your inquiry about the Joyful Response electronic stewardship program sponsored by Lutheran Church Extension Fund (LCEF).

Joyful Response is a convenient and efficient program allowing members to transfer scheduled contributions to their LCMS ministry through pre-authorized withdrawals. LCEF offers this free, automated transfer program to help congregations or organizations with planned, ongoing stewardship through predictable offerings, tuition payments or donations throughout the year.

Instructions are included in this packet to enroll your LCMS organization into Joyful Response. We also have enclosed a printed copy of the enrollment form for your members and a poster for you to display. You may make additional copies or order them by calling 800-843-5233.

If you need further information on Joyful Response and its benefits to your organization, please call our office. The LCEF staff will be able to assist you and answer any questions you may have.

*May God bless you and your ministry!*

**Sharon Bollinger**  
Information Center Manager



10733 Sunset Office Drive, Suite 300, St. Louis, MO 63127-1020  
800-843-5233 | [lcef.org](http://lcef.org)






e.service

# LCMS Organization Enrollment Form

PLEASE COMPLETE ALL SECTIONS. Information provided will be used by Vanco Services, LLC for the sole purpose of credit underwriting.

<b>ORGANIZATION INFORMATION</b>	Legal name of organization:		Date organization formed:		
	Doing business as:				
	Street address:				
	City:		State:	Zip:	
	Phone #:		Fax #:		
	Website address:				
	Church management software used:				
	 Federal Tax ID:				
<b>CONTACT INFO</b>	Primary contact person:		Title:		
	Phone #:		Extension:		
	Email address:				
<b>DIRECTOR/OFFICER</b>	Name 1:		Title:		
	Name 2:		Title:		
	Name 3:		Title:		

## BANKING AUTHORIZATION

**AUTHORIZATION TO DEBIT AND/OR CREDIT ACCOUNT PER e.service® AGREEMENT(S)**

I authorize Vanco Services, LLC to initiate VARIABLE transactions to the account indicated below. This authorization will remain in effect until I notify Vanco Services, LLC in writing to discontinue.

**Lutheran Church Extension Fund (LCEF)**  
*Name of Financial Institution*

---

**P.O. Box 229009, St. Louis, MO 63122-9009**  
*Street Address, City, State, ZIP*

---

**101218856**  
*Financial Institution Routing Number*

---

**3900**  
*LCEF Stewardship Account Number*

---

*Authorized Account Signature* *Title* *Date*

**\*\*\* If pre-existing, attach a voided LCEF StewardAccount check here \*\*\***



## e.service® ELECTRONIC FUNDS TRANSFER AGREEMENT

THIS AGREEMENT, is made and entered as of the date that the last party to the Agreement executes it between VANCO SERVICES, LLC ("Vanco"),  
\_\_\_\_\_, ("COMPANY"), and LUTHERAN CHURCH EXTENSION FUND ("LCEF").

### RECITALS:

- A. Vanco provides services to its customers pursuant to various e.service® programs, and
- B. Company will utilize e.service® Electronic Funds Transfer Service ("e.service® EFT") from Vanco pursuant to the terms and conditions of this Agreement to be used as part of LCEF's Joyful Response® Program (LCEF Program), and
- C. ("Participant") shall refer to those individuals who make financial gifts, donations, or tuition payments to Company

Vanco, Company, and LCEF hereby agree as follows:

1. **e.service® EFT.** e.service® EFT is an electronic funds transfer service utilizing the Automated Clearing House ("ACH"). e.service® EFT may include programming and data base management services as requested by Company or LCEF. Pursuant to the terms and conditions of this Agreement and the separate procedures set forth below, Vanco will collect amounts due Company from Company's Participant.

2. **COMPANY'S DUTIES.** In order to initiate any transaction, the Participant must execute an authorization (on an LCEF approved form) for a direct debit to Participant's checking or savings account, or LCEF's StewardAccount for the amount which that Participant agrees to pay the Company. Such authorization form must be obtained prior to initiating the transaction. Company also agrees to comply with all of the rules and procedures of Vanco pertaining to e.service® EFT ("Client Procedures") as incorporated by LCEF in its LCEF Program and which may be amended from time to time by Vanco and/or LCEF. Company acknowledges that it has received a copy of the Client Procedures and LCEF Program documents. Company will be bound by any amendments to the LCEF Program and Client Procedures seven (7) days after receipt of the amendments.

3. **SETTLEMENT OF TRANSACTIONS.** Company will utilize an LCEF StewardAccount to manage all electronic funds transfer entries. Vanco will utilize an Originating Depository Financial Institution ("ODFI") to initiate the electronic funds transfer entries. Company and LCEF acknowledge that Vanco and the ODFI are bound by ACH rules, regulations and guidelines. The settlement of the debit transactions for the Participant and the crediting of those transactions to Company's StewardAccount maintained at LCEF ("Company's Account") shall all be made pursuant to ACH rules. At no time will the settlement amounts be deposited in or credited to Vanco's bank account or LCEF's account.

In the event that it is necessary to make a reversing entry for any debit transaction to a Participant's account by reason of insufficient account funds, a withdrawal of the authorization by the Participant, or for any other reason, Company hereby authorizes Vanco to debit Company's Account (StewardAccount) in order to settle such reversing entry and Company hereby indemnifies Vanco for all amounts which are subject to such reversing entries.

4. **PROGRAM CHARGES AND TAXES.** LCEF agrees to pay Vanco monthly for e.service® EFT by an ACH debit for the Program Charges. Said Program Charges are defined in a separate Agreement signed by LCEF and Vanco dated, July 19, 2000. Company shall not be liable for normal processing charges which Vanco may charge for performing services pursuant to this Agreement. Normal reporting is via e-mail or fax. Company may request mailed reports at a cost of \$10 (ten dollars) per month to Company.

### 5. COMPANY WARRANTIES. The Company hereby warrants as follows:

- a. That the authorization received from the Participant on an LCEF approved form is genuine and enforceable;
- b. If it initiates a debit entry for the Participant by utilizing Vanco's internet site or if it sends Vanco a data file which permits Vanco to initiate the transaction without itself entering the data, it is in possession of an authorization for each such debit entry as well as any modifications or changes made to the original authorization for a debit entry and it shall maintain copies of such documentation for two (2) years following termination or revocation of the authorization;
- c. That any and all Participant requests to terminate the authorization to debit their bank account have been provided to Vanco unless it has utilized Vanco's internet site or if it sends Vanco a data file which permits Vanco to initiate the transaction without itself entering the data and is thereby bound pursuant to Subparagraph b to maintain copies of the authorization;
- d. Each debit entry is for an amount which will be due and owing to the Company on the settlement date for a sum specified to be paid to the Company or is to correct a previously transmitted entry;
- e. That it will not initiate any debit entry which violates the laws of the United States;
- f. That it shall be responsible for and pay the ODFI for any credit entries originated and any debit entries returned by the RDFI (Receiving Depository Financial Institution) when the ODFI does not receive payment from Vanco;
- g. The Company has not received any bankruptcy notice or other notification which would in any manner bar the debiting of the Participant's bank account;
- h. That if the amount of the debit entry to be initiated to the Participant's account is different from the amount of the immediately preceding debit entry, that Company has sent the Participant written notification of the amount of the entry and the date on or after which the entry will be debited; and
- i. It assumes the responsibilities of an Originator under the NACHA Rules (National Automated Clearing House Association), which includes but is not limited to being bound by NACHA Operating Rules regarding returned entries. An "Originator" is an entity (such as Company) that agrees to initiate ACH entries into the ACH Payment System.

6. **COMPANY LIABILITY AND INDEMNIFICATION.** The Company shall be liable for all damages which Vanco suffers by reason of the Company's breach of any of its warranties set forth in Paragraph 5 of this Agreement or by reason of any other representation made by it in this Agreement. In the event Vanco has credited Company's Account (StewardAccount) with funds debited from Participant's account which debit is returned because there were insufficient funds in Participant's account, Vanco shall be entitled to debit Company's Account (StewardAccount) for the amount of said credit together with any fees incurred by Vanco by reason of such return. In no event shall Company be liable for any consequential, special, punitive or indirect loss or damage.

7. **VANCO LIABILITY.** Vanco shall be responsible for performing only those services expressly provided for in this Agreement and shall be liable only for material losses directly resulting from its intentional misconduct in performing those services. Except as provided for in the preceding sentence, Vanco shall not have any liability for failing to perform, for delay in



performing or for negligently performing any services pursuant to this Agreement, and shall have no liability for any consequential, special, punitive or indirect loss or damage.

8. **TERM.** This Agreement shall continue in effect, unless terminated by either party upon thirty (30) days written notice. Provided however, that in the event that Vanco attempts to make a debit to Company's account pursuant to Paragraph 4 or Paragraph 6 of this Agreement which is later returned because the account has insufficient funds in it to permit the debit transaction, Company has terminated Vanco's authorization to debit Company's Account (StewardAccount), or for any other reason which prevents Vanco from making the debit entry, Vanco shall be entitled to terminate this contract immediately upon the occurrence of such an event and will thereafter give written notice to Company that this Agreement has been terminated.

9. **CONFIDENTIALITY.** Vanco acknowledges that in performing services for the Company pursuant to this Agreement that it will have access to Company's Participant list. Vanco agrees to treat such Participant list and related information which it derives from performing this Agreement as confidential information which it hereby agrees it will not disseminate to any third person, either in whole or in part, and will not in any manner use said information for its own benefit. Vanco shall also take such steps as are reasonable and necessary to cause their employees to be individually subject to an obligation to treat such information as confidential. Provided however, the Company hereby authorizes Vanco to furnish LCEF with the names and addresses of Participants who participate in the LCEF Program, but no other confidential information concerning a Participant shall be disclosed to LCEF.

10. **MISCELLANEOUS.** This Agreement shall constitute the entire agreement between the parties and supersedes all prior oral or written representations, conditions, warranties, understandings, proposals or agreements regarding e.service® EFT. This Agreement may hereafter be amended by Vanco giving Company advance written notice of changes to the terms and conditions of this Agreement and Company's utilization of e.service® EFT from Vanco subsequent to such notification. This Agreement shall be construed under the laws of the State of Minnesota and the exclusive venue for any litigation shall be in the courts of the State of Minnesota. The Company hereby submits to the jurisdiction of said courts. All notices which may be given to either party may be given by mail or in person at the last known address of each of the parties.

This Agreement may not be assigned by either party except that either party may assign this Agreement to any successor by merger, consolidation or corporate reorganization.

Each party hereby warrants and represents that the person whose signature appears below has been duly authorized and that all of the necessary and appropriate corporate authority exists for said party to execute this Agreement.

**VANCO SERVICES, LLC**

By \_\_\_\_\_  
(Vanco Services, LLC Officer's Signature)

\_\_\_\_\_  
(Vanco Services, LLC Officer's Printed Name)

Its \_\_\_\_\_  
(Vanco Services, LLC Officer's Title)

Dated: \_\_\_\_\_

**COMPANY**

\_\_\_\_\_  
(Company Name)

By \_\_\_\_\_  
(Company Officer's Signature)

\_\_\_\_\_  
(Company Officer's Printed Name)

Its \_\_\_\_\_  
(Company Officer's Title)

Dated: \_\_\_\_\_

**LUTHERAN CHURCH EXTENSION FUND**

\_\_\_\_\_  
Lutheran Church Extension Fund

By \_\_\_\_\_  
(LCEF Officer's Signature)

\_\_\_\_\_  
(LCEF Officer's Printed Name)

Its \_\_\_\_\_  
(Company Officer's Title)

Dated: \_\_\_\_\_



# Client Procedures

e.service<sup>®</sup> Electronic Funds Transfer Service (ACH Processing)

**FOR YOUR RECORDS ONLY. PLEASE DO NOT RETURN.**

## Introduction

This Procedures Manual is designed to help you understand how e.service<sup>®</sup> Electronic Funds Transfer (EFT) Service works. Feel free to call our Client Services Department during business hours – Monday through Friday 8:00am to 4:30pm Central Time at 800-675-7430. We will be happy to answer any questions you may have.

**Automated Clearing House (ACH) Network:** Vanco utilizes the ACH Network when transferring funds electronically. The ACH Network was developed as an alternative to the paper check system. The operating rules and business practices for the ACH network are set by the National Automated Clearing House Association (NACHA, [www.nacha.org](http://www.nacha.org)). Vanco is a member of the Upper Midwest Automated Clearing House Association (UMACHA, [www.umacha.org](http://www.umacha.org)). A copy of the ACH rules and regulations can be ordered from the NACHA website.

**Software Requirements:** You are not required to purchase or lease any specialty software. Information may be transmitted to Vanco by entering it via the online Service Center or by sending an electronic data file.

**Getting Started:** Once you have been set up in our e.service<sup>®</sup> system, the following two steps must be completed before Vanco Services can process electronic transactions.

1. Customer gives you authorization to debit their account.
2. Authorization information is entered into Vanco's e.service<sup>®</sup> system.

## Best Practices

Once you have been set up for our e.service<sup>®</sup> EFT Service, Vanco would like you to make the most of this convenient payment solution. In order to help us provide you with an easy, hassle-free experience, please consider the following:

- Record your assigned ES # for easy reference when calling Vanco.
- Schedule a time (approximately 15 minutes) for a Client Services representative to walk you through the following:
  - Using the online Service Center
  - User ID & Password
  - Policies
  - Timelines
  - Reports
- Review all ACH Confirmation Reports to verify Adds, Changes, and/or Delets.
- Reconcile your ACH Deposit Report to your bank account.
- Address all items on the Returns Report in a timely manner.

## Online Service Center

**Benefits of the Online Service Center:**

- You will be able to manage all electronic transactions processed through Vanco 24 hours a day, 7 days a week from any computer with Internet access, and
- You will have the ability at any time to view all transaction and operational reports.

Call 800-675-7430 to request access to the online Service Center.

**Requirements for the Online Service Center:**

**128-bit Encryption** – Vanco and ACH rules require that you use a browser capable of 128-bit encryption. Encryption is a security measure whereby information is scrambled as it is transmitted over the Internet to ensure confidentiality. Having a browser with 128-bit encryption will ensure maximum security during your online Service Center sessions.

For information about your browser's specific security capabilities go to the help section on the browser menu. If your browser needs to be upgraded, we recommend downloading the latest version of your browser.

**Browsers not supporting 128-bit encryption will be blocked from the online Service Center.**

**Virus Protection** – Vanco requires that you run anti-virus software before transmitting data through the online Service Center. The anti-virus software you run should be commercially available and updated no less than once per month.

## Internet Security

When sharing information over the Internet, be aware of emails, websites, and pop-up windows that ask you to enter confidential information (i.e., Social Security number, bank account number, User ID and Password). These emails and web pages may appear authentic and, in some cases, almost identical to those belonging to financial institutions and businesses. In many cases, however, they are scams created by criminals trying to obtain your personal information. This fraudulent act is commonly known as "phishing." Your risk of being exposed to scams like this can be greatly reduced by taking the following precautions:

- Never respond to an email asking you to enter confidential information such as your User ID, Password, Social Security number, etc. Vanco will never ask for such information via email. If you receive such an email, contact Vanco immediately.
- Never send confidential information over the Internet unless you have verified that the website is legitimate. For questions about the legitimacy of a website, contact the company by phone.
- Never share your User ID and Password with anyone.
- Make sure your Internet browser is up to date and all security patches have been installed.

## Obtaining Authorization

Vanco accepts authorizations for the following four approved ACH transaction types:

- PPD = business to consumer (most common)
- CCD = business to business
- TEL = telephone initiated
- WEB = Web Initiated

In order to process the above types of ACH transactions, authorization must be received for each Customer. Vanco supports the following three forms of authorization allowed under ACH rules:

- Written
- Internet-initiated
- Telephone-initiated

The following are the procedures/guidelines, according to ACH rules, that must be adhered to when obtaining authorization for ACH transactions.

**Vanco will perform random audits to monitor for compliance to these required rules.**

**Written Authorization (PPD or CCD):** A written authorization can be for either fixed or variable amounts as well as single or recurring transactions.

- **Fixed transactions** – The Authorization Form must include the amount of each transaction and the dates and/or frequency of the transactions.
- **Variable transactions** – You must give the Customer notification of the amount and the date on or after which the transaction will be debited. This notification must be given at least 10 calendar days prior to the settlement date.

All authorization forms must be signed and dated by the Customer and include:

- Customer's name
- Customer's address, city, state and zip
- Customer's bank routing and account numbers
- A voided check or savings deposit ticket
- Language on how the Customer can terminate the authorization

Vanco Services recommends using one of our pre-designed authorization forms. If you choose to design your own form, Vanco Services must review and approve it in order to make certain that all required information is included.

**A copy of the authorization must be retained for a minimum of two years following the termination or revocation of the authorization.**

**Document Destruction:** ACH rules require that authorizations be destroyed after two years from the date of the last transaction. Vanco will Issue a Document Destruction Report prompting the recipient to destroy the listed authorizations.

**For the security and privacy of Customers' personal information, Vanco Services highly recommends storing signed Authorization Forms in a secure place (i.e. a locked cabinet).**

**Internet-Initiated Authorization (WEB):** If you would like to be able to accept Internet-initiated transactions, contact your marketing representative for details. Authorizations received via the Internet can be for either one-time transactions or recurring transactions. The authorization must conform to the ACH rules and guidelines and include the same requirements as a written authorization.

Authorizations must be signed or similarly authenticated. Two valid options for authentication are:

- Your safest option is using a User ID and Password that you have assigned the Customer. This User ID and Password must be unique to each Customer.
- Generate an email back to the Customer confirming the information they entered. The authorization is considered authenticated once the Customer has responded to the email.

In addition, the authorization must clearly state that it is for an ACH debit, state the terms of the authorization, and (for recurring payments) provide a method to terminate the authorization by notifying you. You should also prompt the Customer to print and retain a copy of the authorization.

**Note:** You should take the following steps to minimize the risk associated with web transactions:

- Have a way to verify the routing number. This can be done through a database, by computing the check digit, or by calling the Customer's financial institution.
- Your website must also have a minimum of 128-bit SSL encryption.

**Telephone-Initiated Authorization (TEL):** If you would like to be able to accept telephone-initiated transactions, please contact your marketing representative. When conducting TEL-transactions, you must adhere to the following guidelines:

- TEL-transactions are conducted for single debit entries only.
- The Customer must initiate the telephone inquiry or have a pre-existing relationship with your organization.
- Additional debits to an account require written authorization from the Customer and must be initiated by the Customer.
- Transactions must be coded as a "TEL."
- You must either (1) record the oral authorization or (2) provide the Customer with written notice confirming the oral authorization prior to the settlement date.



Original or duplicate recordings or written confirmation of Customer's authorization must be retained for two years from the date of authorization and must be made available to Vanco Services upon request to review for compliance.

**Document Destruction:** ACH rules require that authorizations be destroyed after two years from the date of the last transaction. Vanco will issue a Document Destruction Report prompting the recipient to destroy the listed authorizations.

Telephone-initiated authorizations must include the following information:

- Customer's name
- Customer's address, city, state and zip
- Date on which the account will be debited
- The amount of the single entry debit
- Customer's bank account and routing number
- Date of Customer's verbal authorization
- A business telephone number for the Customer to call during normal business hours.
- A statement that the information given by the Customer will be used to originate a single ACH debit entry to the Customer's account along with a clear expression of the terms of the authorization.

**Note:** There are certain risks associated with telephone transactions. In order to minimize your risk, you should verify the identity of the Customer. Originators of TEL entries are required to utilize commercially reasonable procedures to verify the identity of the Customer. Methods include for example, the use of a directory or database to verify Customer's name, address and phone number.

### Transmitting Authorization Information

Once the Customer has given you verifiable authorization, Vanco will be ready to process electronic transactions as soon as that Customer's authorization information is received and entered into our system. You can transmit authorization information one of two ways:

1. **Online Entry Via the Service Center** – Enter the authorization information yourself via Vanco's secure online Service Center.

*You are responsible for keeping the Authorization Form on file for 2 years from the termination or revocation of the authorization.*

2. **Send a Data File** – You can program your software to generate a file using the Vanco standard layout. If you have any questions regarding this option, please call Vanco's Implementation Department.

*The day after new entries are set up or changes have been made to an existing record, an ACH Confirmation Report is sent to you. You are responsible for making sure all information on this report is accurate and up-to-date.*

### Flow of Funds

Prior to each settlement date, Vanco will send you an ACH Deposit Report. This report lists each Customer whose account will be debited, the amount of each debit, the total number of transactions, as well as the total dollar amount that will be deposited into your account. For churches and nonprofits with multiple funds, an ACH Fund Detail Report is sent instead. This report is similar to the Deposit Report, but it is organized by each individual fund. Both of these reports should be used to update your cash position and Customer records. On the authorized settlement date, funds are transferred from the Customer's account directly to your bank account. If any transaction should be returned:

1. Vanco sends you a Returns Report listing the reason the transaction was returned.
2. The funds for any return items are debited from your account the next business day.

**Note:** All reports are available 24/7 via the online Service Center.

### Issuing ACH Credits

There are two ways to credit funds back to a Customer:

1. Initiate a credit transaction via Vanco's online Service Center.
2. Fax a Change/Stop/Credit Form to Vanco.

Credit transactions entered before 2:45 PM CT will be credited to the Customer's account the following business day. See Program Charges for pricing.

### Return Items

Financial institutions have two (2) business days following settlement to return an ACH transaction. When a transaction is returned, the following steps occur:

1. Funds are debited from Vanco's trust account on the same day we receive notification of return items.
2. That same day, Vanco sends you a Returns Report. This report details all returned transactions with the Customer's name, number, amount and date of the transaction, and the reason for the return. This report can also be obtained via the online Service Center.
3. Funds are debited from your account the next business day.

*Accounts with returns appearing on the Returns Report are placed on hold until your office instructs Vanco Services to remove them from hold or you remove them from hold via the online Service Center.*

*If a transaction is returned do to "Insufficient Funds" or "Uncollected Funds", Vanco can setup a one-time transaction to try and collect the funds again before the account is put on hold. This is an optional feature that can be turned on or off (call 800-675-7430 for details). Normal transaction fees apply (see e.service<sup>®</sup> EFT Program Charges).*

*You also have the option to set up an additional transaction to pull for a Non-Sufficient Funds (NSF) fee. There is no charge to set up this transaction. Normal transaction fees apply (see e.service<sup>®</sup> EFT Program Charges).*

**Late Returns:** Late returns are defined as any return sent to Vanco after the second business days following settlement. These returns are processed like any other return pending the outcome of the dispute, however Vanco will "Dishonor" them as untimely, with the exception of returns coded "Not Authorized" or "Revoked". A financial institution that repeatedly returns transactions in an untimely manner can be reported to the governing board of the ACH network and fined.

With business-to-consumer transactions the consumer has up to 60 days after the date their account was debited to dispute a transaction. To do this, the consumer must go to their bank and sign an affidavit stating that they wish to return a transaction due to Not Authorized or Revoked reasons. According to NACHA rules, these types of returned transactions may not be reinstated unless subsequent authorization has been received from the account holder. Occurrences of this are rare.

**Notification of Change:** When a change occurs to a Customer's banking information (i.e. Routing Number, Account Number, and/or Account Type) the following steps occur:

1. The Customer's financial institution notifies Vanco Services of the change.
2. Vanco automatically updates the Customer's banking information within our system.
3. Vanco sends you a Returns Report detailing one or more of the following reasons for change:
  - ACCT# CHANGED,
  - ROUTE# CHANGED,
  - ACCT/RT CHANGE, or
  - ACCT TYPE CHANGED.

*When you receive a notification of change, please be aware of the following:*

- *No action is required on your part, but we recommend that you update your internal records to reflect the information provided in the "Notification of Change" section on the Returns Report.*
- *Scheduled transactions will process as scheduled.*
- *Normal return fees apply (see Program Charges).*
- *Accounts appearing in the "Notification of Change" section of the Returns Report are not placed on hold.*

### Reports

Once generated Vanco's operational reports may be accessed 24/7 via the online Service Center. Reports may also be emailed. It is your responsibility, as a client of Vanco, to review all reports for accuracy.

#### **ACH Confirmation Report:**

**Description** – Details all new Customers and transactions as well as any changes and stop payments that have been entered into Vanco's e.service<sup>®</sup> system.

**Timing** – Generated at 2:40 a.m. Central Time the day after new entries, changes, or stop payments have been entered.

#### **ACH Deposit Report:**

**Description** – Shows the total dollar amount to be deposited into your bank account. If you prefer, Vanco can add a "transaction detail" section to this report, which details each individual transaction processed (call for details). Transactions listed on this report have already been processed and *cannot* be stopped from being settled.

**Timing** – Generated at 3:00 p.m. Central Time two business days prior to each settlement date. A "business day" is any calendar day other than a Saturday, Sunday, or Federal holiday.

#### **ACH Fund Detail Report (optional):**

**Description** – This is a customized report primarily used by religious organizations and nonprofits in place of the ACH Deposit Report. It lists all electronic transactions to be settled and it is organized by each individual fund. Transactions listed on this report have already been processed and *cannot* be stopped from being settled.

**Timing** – Generated at 3:00 p.m. Central Time two business days prior to each settlement date. A "business day" is any calendar day other than a Saturday, Sunday, or Federal holiday.

#### **Returns Report:**

**Description** – Details all returned transactions, with the original settlement date and the reason for the return, as well as any changes to a Customer's banking information.

**Timing** – Generated in the morning upon receipt of a returned transaction or notification of change.

### Timelines

#### **Processing:**

- **ACH Transactions** – Processing occurs at 3:00 p.m. Central Time two business days prior to settlement. Any changes to transactions must be entered prior to this time.
- **ACH Files** – In order for ACH transactions to be processed in time, all ACH files must be received by 2:30 p.m. Central Time two business days prior to settlement.

#### **Reports:**

- **ACH Confirmation Report** – 2:40 a.m. Central Time the day after new Customers and transactions, changes, and stop payments have been entered into Vanco's e.service<sup>®</sup> system.
- **ACH Deposit Report** – 3:00 p.m. Central Time two business days prior to each settlement date.
- **ACH Fund Detail Report** – 3:00 p.m. Central Time two business days prior to each settlement date.
- **Returns Report** – Morning, the day Vanco receives notification of returns or changes to Customer's banking information.







Investment Application For LCMS Organizations

STEP 1: Officer Authorization

To be completed by two authorized elected officers of the organization (the "Organization") named in STEP 3.

We, \_\_\_\_\_ and \_\_\_\_\_
Organization Officer Name Organization Officer Title
\_\_\_\_\_ of
Organization Officer Name Organization Officer Title
\_\_\_\_\_ hereby certify that
Organization Name, City and State

- A. The Organization is duly organized and existing under the laws of the state of its domicile and that as such has authorized me to make this certification on its behalf.
B. Each of the signers listed in STEP 4—Authorized Signers has been duly authorized and empowered to act on behalf of the Organization by having investment and redemption privileges, including check writing and an optional Visa® Debit Card for StewardAccount® products.
- Signature Authorization
Check one: If unmarked, it will be assumed that only one signature is required.
\_\_\_ Any one of the signatures in STEP 4 is required as authorization in all transactions.
\_\_\_ Any two of the signatures in STEP 4 are required as authorization in all transactions.
- Visa Debit Card
Debit Cards are available on StewardAccount products which require only one signature on transactions. Check the Issue a Debit Card option in STEP 4 and a card will be issued in the name of the Organization for the authorized signer (separate card for each signer).
- MyAccount
• Authorized signers who are not currently MyAccount users must complete STEP 7 to request online access to the Organization's investment and loan accounts.
• Authorized signers will have the ability to see investment and loan balances, make transactions (if applicable) and view history and e-statements.
• MyAccount access to investments that require two signatures will be limited to inquiry only.
IMPORTANT INFORMATION—Please read: In reference to StewardAccount products, if the Organization requires two signatures or other special signing provisions, I agree that such a provision is solely for the Organization's internal control purposes. The Organization agrees that LCEF is not liable for paying an item that is lacking the required number of signatures.
C. I understand that the Organization must complete a new Investment Signature Authorization Form containing all authorized and empowered personnel in the event that: (i) any of the persons listed in STEP 4—Authorized Signers are no longer authorized by the Organization to act on its behalf or (ii) any new person is to be duly authorized and empowered by the Organization.

X
\_\_\_\_\_  
Officer Signature Date

X
\_\_\_\_\_  
Officer Signature Date

STEP 2: Select Type of Investment

- ConnectPLUS, Fixed Rate 2-year term, NEW INVESTORS ONLY (Minimum \$500) ..... \$ \_\_\_\_\_
PartnerPLUS, New Money Only (Minimum \$500) \_\_\_ 2 years \_\_\_ 4 years ..... \$ \_\_\_\_\_
Demand Certificate (Minimum \$100)..... \$ \_\_\_\_\_
Gold Tier StewardAccount® (Minimum \$50,000) ..... \$ \_\_\_\_\_
StewardAccount (Minimum \$100) ..... \$ \_\_\_\_\_
Term Note, Floating Rate (Minimum \$100) \_\_\_ 30 months \_\_\_ 60 months ..... \$ \_\_\_\_\_
Term Note, Fixed Rate (Minimum \$500)
\_\_\_ 6 months \_\_\_ 9 months \_\_\_ 18 months \_\_\_ 1 year
\_\_\_ 2 years \_\_\_ 3 years \_\_\_ 4 years \_\_\_ 5 years \_\_\_ 5 year jumbo (min. \$100,000) ..... \$ \_\_\_\_\_

**FOR LCEF USE ONLY:**

**425**

ACCT # \_\_\_\_\_

Proc \_\_\_\_\_ Dt \_\_\_\_\_ Ver \_\_\_\_\_ Dt \_\_\_\_\_

**STEP 3: Investment Registration**

If you are tax-exempt, check here.

Please print.

Name of Organization: \_\_\_\_\_ Employer Identification Number: \_\_\_\_\_

If applicable, specify subtitle: \_\_\_\_\_ Email Address: \_\_\_\_\_

Street Address of Organization: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Mailing Address for Organization: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

**STEP 4: Authorized Signers**

"I" refers to all signers, whether one or more.

- Debit cards are available only on StewardAccount products and with no multiple-signer restrictions.

By signing this application, I agree to the certification statements listed in STEP 6—Investment Certification.

\_\_\_\_\_  
Name (please print) Title

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State, ZIP

\_\_\_\_\_  
Social Security Number Date of Birth Email Address

\_\_\_\_\_  
Home Phone Work Phone Mother's Maiden Name


\_\_\_\_\_  
Name (please print) Title

\_\_\_\_\_  
Street Address


\_\_\_\_\_  
City, State, ZIP

\_\_\_\_\_  
Social Security Number Date of Birth Email Address

\_\_\_\_\_  
Home Phone Work Phone Mother's Maiden Name

 Signature X \_\_\_\_\_

\_\_\_ Issue a Debit Card \_\_\_ Add to MyAccount (current user only)  
\_\_\_ New MyAccount user (complete STEP 7)

 Signature X \_\_\_\_\_

\_\_\_ Issue a Debit Card \_\_\_ Add to MyAccount (current user only)  
\_\_\_ New MyAccount user (complete STEP 7)

\_\_\_\_\_  
Name (please print) Title

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State, ZIP

\_\_\_\_\_  
Social Security Number Date of Birth Email Address

\_\_\_\_\_  
Home Phone Work Phone Mother's Maiden Name


\_\_\_\_\_  
Name (please print) Title

\_\_\_\_\_  
Street Address


\_\_\_\_\_  
City, State, ZIP

\_\_\_\_\_  
Social Security Number Date of Birth Email Address

\_\_\_\_\_  
Home Phone Work Phone Mother's Maiden Name

 Signature X \_\_\_\_\_

\_\_\_ Issue a Debit Card \_\_\_ Add to MyAccount (current user only)  
\_\_\_ New MyAccount user (complete STEP 7)

 Signature X \_\_\_\_\_

\_\_\_ Issue a Debit Card \_\_\_ Add to MyAccount (current user only)  
\_\_\_ New MyAccount user (complete STEP 7)



## STEP 5: Interest Payment and Electronic Investment

ATTACH VOID CHECK HERE.

### Interest Payment Options

Please check one method of interest payment:

- Let interest accumulate in this investment.
- Transfer interest to our existing LCEF investment or StewardAccount # \_\_\_\_\_.
- Transfer interest to our external financial institution (**void check required**).
- Send the interest monthly.
- Send the interest quarterly (*not available on StewardAccount products*).

### Electronic Investment

(All fixed-rate term notes, except for PartnerPLUS, do not accept deposits.)

The Organization authorizes LCEF to initiate withdrawals in the amount of \$ \_\_\_\_\_ from our external checking account for credit to our new LCEF investment (**void check required**).

Monthly frequency:  1st & 15th  15th & last day of month  Once a month (*indicate date*): \_\_\_\_\_

## STEP 6: Investment Certification

"I" refers to all signers, whether one or more.

By signing this application in STEP 4, I certify that:

### General Provisions

- I am an authorized signer for the Organization specified in STEP 3, and I have received a current **Offering Circular** of The Lutheran Church Extension Fund—Missouri Synod.
- At the time of the receipt of the Offering Circular, the Organization was affiliated with The Lutheran Church—Missouri Synod or any district or other program, activity, or organization that constitutes a part of the Synod or any of its districts, or an organization whose purposes include serving members of the Lutheran faith or to carry out the purposes of The Lutheran Church—Missouri Synod. **Unless otherwise prohibited by a state, by signing this application, I consent and "opt-in" to automatic renewals of my investments as more particularly described in the Maturities section of the Offering Circular. For Pennsylvania organizations only: By signing this application, I acknowledge that I was advised of the right of redemption described in the Offering Circular.**
- All information provided on this application is true and correct.
- The Organization authorizes LCEF to initiate any correcting debit or credit that may be necessary.
- The Organization agrees that LCEF reserves the right to assess maintenance fees.

### StewardAccount Provisions

- The Organization understands and agrees to the terms and conditions of the Checkwriting Agreement, and if selected, the Visa Debit Card Agreement, both of which are described in the Offering Circular.
- The Organization authorizes LCEF to accept any redemption check order signed by any single authorized signer.
- If the Visa Debit Card is selected on this application, the Organization authorizes LCEF to accept such order of redemption.

### Interest Payment/Electronic Investment Provisions

- The Interest Payment and Electronic Investment options selected on this application will remain in effect until revoked in writing. I acknowledge that the origination of automated clearinghouse (ACH) transaction to the Organization's investment must comply with the provisions of U.S. law.

### MyAccount Provisions

- The Organization authorizes LCEF to accept all transaction requests initiated on the Organization's behalf through the MyAccount service.
- The Organization must notify LCEF immediately if any of the signers are no longer authorized to act on its behalf.

### Under penalties of perjury, I certify:

1. The Employer Identification Number in STEP 3 and the Social Security numbers of all individuals provided in STEP 4 are correct.
2. The Organization is not subject to backup withholding because (a) it is exempt from backup withholding, (b) it has not been notified by the Internal Revenue Service (IRS) that it is subject to backup withholding as a result of a failure to report all interest or dividends (please draw an "X" through this paragraph if this Organization is subject to backup withholding), or (c) it has been notified by the IRS that it is no longer subject to backup withholding.
3. The Organization is a U.S. entity.

**Note:** Due to Internal Revenue Service regulations, LCEF cannot record your investment until your Employer Identification Number in STEP 3 is provided and the authorization in STEP 1 is signed. The IRS does not require your consent to any provisions of this application other than the certifications required to avoid backup withholding.

**STEP 7: MyAccount—Online Access**

MyAccount is a service offered by LCEF, providing online access to your Organization's investment and loan accounts. Upon setup, the MyAccount applicant will receive an email confirmation with their user name and temporary password.

**User Name Selection [Please print]**

- Review STEP 4 to ensure you have provided the personal information requested. This information is required to process your MyAccount enrollment.
- When selecting a user name, the name must contain at least six characters with a maximum of 20 characters.
- MyAccount access to investments requiring two signatures will be limited to inquiry only.

**1. Applicant Name:** \_\_\_\_\_

User Name: \_\_\_\_\_  
*First Choice*                      *Second Choice*                      *Third Choice*

New Account(s)      Other Accounts: \_\_\_\_\_

\_\_\_\_\_

**2. Applicant Name:** \_\_\_\_\_

User Name: \_\_\_\_\_  
*First Choice*                      *Second Choice*                      *Third Choice*

New Account(s)      Other Accounts: \_\_\_\_\_

\_\_\_\_\_

**3. Applicant Name:** \_\_\_\_\_

User Name: \_\_\_\_\_  
*First Choice*                      *Second Choice*                      *Third Choice*

New Account(s)      Other Accounts: \_\_\_\_\_

\_\_\_\_\_

**4. Applicant Name:** \_\_\_\_\_

User Name: \_\_\_\_\_  
*First Choice*                      *Second Choice*                      *Third Choice*

New Account(s)      Other Accounts: \_\_\_\_\_

\_\_\_\_\_





# JOYFUL RESPONSE®

Joyful Response is an electronic payment program that allows you to faithfully steward your financial resources. It saves you and your church time, money and effort. You control the frequency and amount of payments.

- Make stewardship commitments consistently and conveniently.
- Lose the stress of remembering weekly or monthly to fulfill your contribution plans.
- Save paper, stamps and time.

*Our congregation offers a safe and convenient way to make your stewardship commitments.*



Joyful Response service provided by:



**Lutheran Church Extension Fund**

> where investments build ministry

10733 Sunset Office Drive, Suite 300, St. Louis, MO 63127-1020  
800-843-5233 | [lcef.org](http://lcef.org)

LCEF StewardAccount access features provided through UMB Bank n.a. LCEF is a nonprofit religious organization; therefore, LCEF investments are not FDIC-insured bank deposit accounts. This is not an offer to sell LCEF investments, nor a solicitation to buy. LCEF will offer and sell its securities only in states where authorized. The offer is made solely by LCEF's Offering Circular. Investors should carefully read the Offering Circular, which more fully describes associated risks. The National Office is located at: 10733 Sunset Office Drive, Suite 300, St. Louis, MO 63127-1020. Phone number: 800-843-5233. Website: [lcef.org](http://lcef.org).





# Joyful Response<sup>®</sup> Electronic Offering Program

## Enrollment/Change Form

Complete this form and return it to the church office to begin or change your current stewardship offering. Your offering will be made automatically from your bank account or your LCEF StewardAccount<sup>®</sup>.

Check the appropriate box:

- New enrollment     
  Offering change     
  Account information change

**Please Print in Black Ink**

Member Last Name	First Name	MI	Daytime Telephone
Mailing Address	City, State, ZIP		Email Address
Congregation Name		Congregation Telephone Number	
Congregation Mailing Address		City, State, ZIP	

### My Offering

Fund Designations:	Amount:
1. General Fund _____	\$ _____
2. Building _____	\$ _____
3. _____	\$ _____
4. _____	\$ _____
5. _____	\$ _____
6. _____	\$ _____
<b>TOTAL</b>	<b>\$ _____</b>

### Debiting Account

#### Debit from:

- Checking  
 Savings  
 LCEF StewardAccount

Account Number \_\_\_\_\_

Routing Number (First nine numbers in bottom left-hand corner of check)

#### Transfer Date (check one):

- Weekly (Monday)  
 Semi-monthly (1st and 15th)  
 Monthly on the 1st  
 Monthly on the 15th  
 Other \_\_\_\_\_  
 (As approved by church office.)

Start date: \_\_\_\_/\_\_\_\_/\_\_\_\_

End date (if any): \_\_\_\_/\_\_\_\_/\_\_\_\_

### Authorization

I authorize the above-named organization to process debit entries from my account. This authority will remain in effect until I give reasonable notification to terminate this authorization or until the last specified payment date.

Authorized Signature for Account \_\_\_\_\_

Date \_\_\_\_\_

### TO BE COMPLETED BY CHURCH OFFICE

Member ID# _____	Initials _____
Vanco Client ID# _____	Date _____

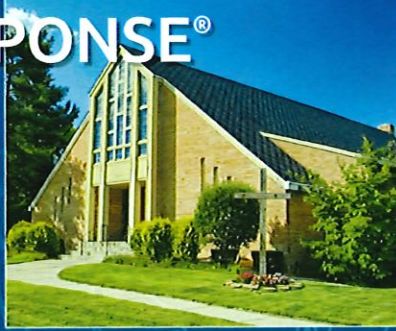
Attach void check or savings deposit slip here.





# JOYFUL RESPONSE®

In grateful recognition of the abundant blessings bestowed upon me, I have joyfully presented my offering electronically.



Joyful Response service provided by:

 **Lutheran Church Extension Fund**  
› where investments build ministry

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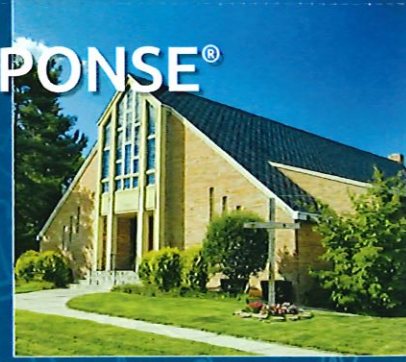


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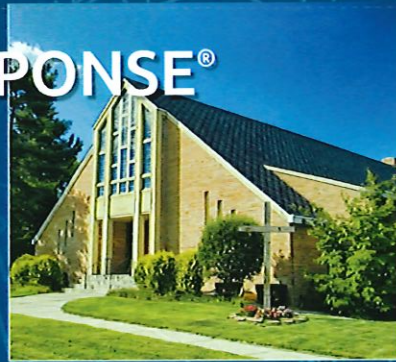


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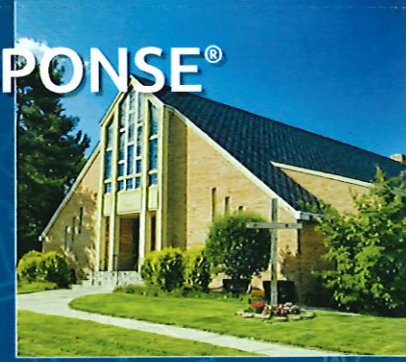


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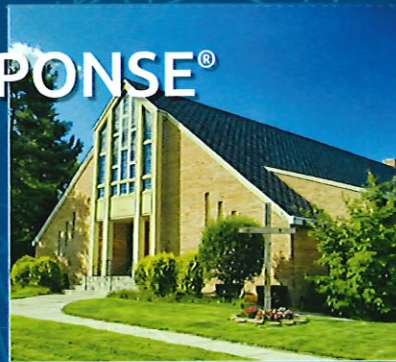


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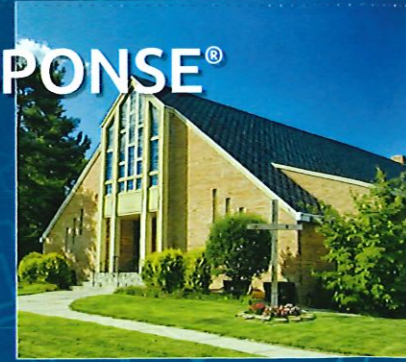


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