

How do I receive the funds raised on my memorial page?

GatheringUs partners with Stripe, a secure payment processor, to seamlessly transfer the money you raise to your bank account. You must set up a Stripe account before you can begin receiving donations on your memorial page. Before Stripe information is verified, you can access your Stripe account when logged in on the GatheringUs memorial page. Once the account is verified, go to Stripe.com to access your account dashboard.

Important note: Stripe requires a 7-day waiting period between receiving the first donations and transferring them to your account. After the initial waiting period, Stripe transfers additional donations in approximately two business days.

How do I set up a Stripe account?

When you click “Save Changes” on the Donation Options page, you’ll be redirected to Stripe to set up your account. You will be asked to enter your passcode if you already have a Stripe account with the same email address used on the Memorial. If you do not have a Stripe account, Stripe will prompt you through the onboarding process.

Important note: When asked about “Your Business” enter your personal information, including your name, address, phone, SSN, bank account.

Does GatheringUs Charge a platform fee for collecting donations?

GatheringUs does not charge a platform fee. Stripe charges a credit card processing fee of 2.9% +\$0.30 per donation.

Why is Stripe asking me for a “Business” address?

Stripe identifies you as the “Business Owner” of the crowdfunding account for payment processing purposes.

If I am setting up the memorial page for someone else, do I add my personal information or theirs?

The person who is receiving the funds should enter their personal and banking information.

How do I update information on my Stripe account?

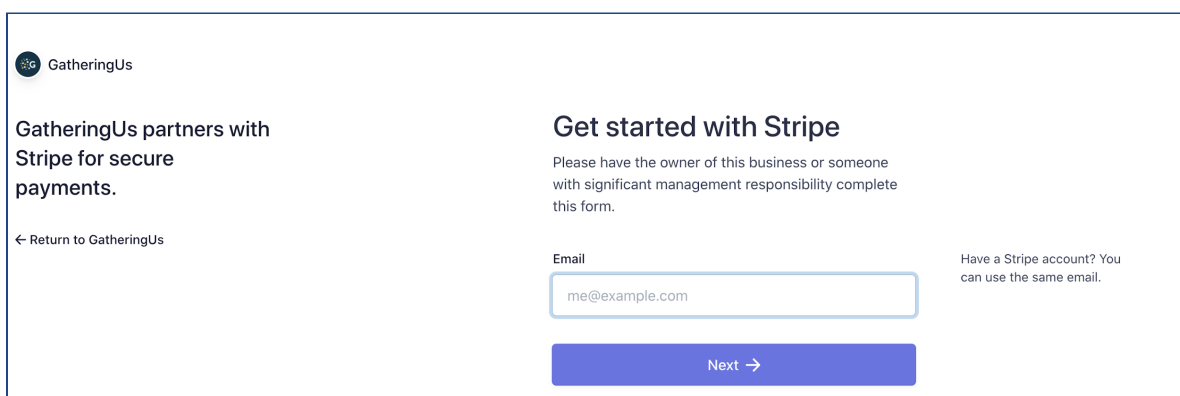
Before Stripe information is verified, you can access your Stripe from the GatheringUs memorial page. Once the account is verified, go to [Stripe.com](https://stripe.com).

Can someone talk me through these details?

We are here to help. Send an email to Support@GatheringUs.com to set up a convenient time to speak or call us directly at 201-357-6758.

Step by step instructions to create a Stripe account connected to your GatheringUs memorial page

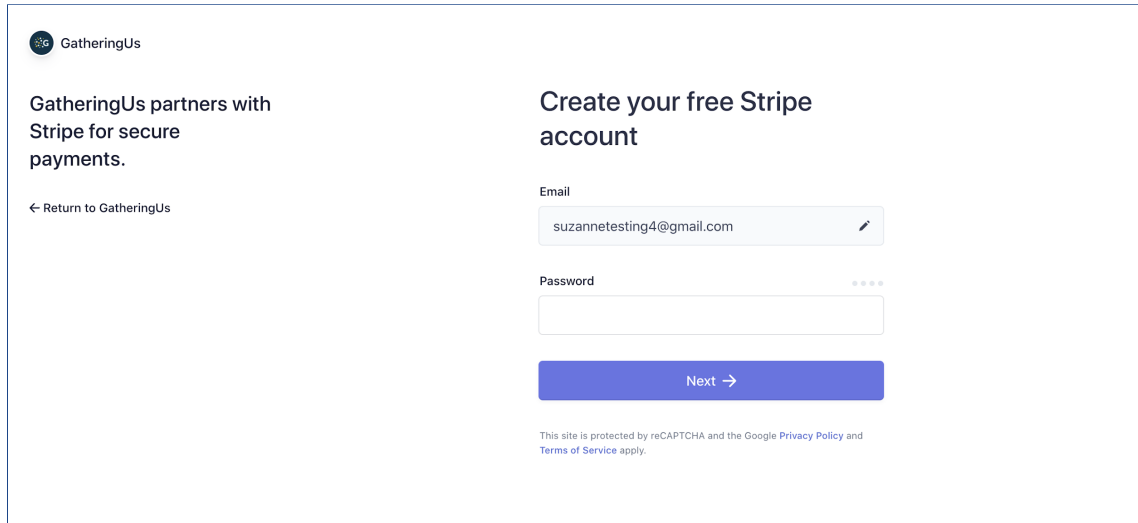
- 1. Getting Started:** Enter your email address.



The screenshot shows a web form for creating a Stripe account. On the left, the GatheringUs logo is displayed above the text "GatheringUs partners with Stripe for secure payments." and a link "Return to GatheringUs". The main heading is "Get started with Stripe", followed by the instruction: "Please have the owner of this business or someone with significant management responsibility complete this form." Below this is an "Email" input field containing "me@example.com". To the right of the input field is the text "Have a Stripe account? You can use the same email." At the bottom of the form is a blue "Next" button with a right-pointing arrow.

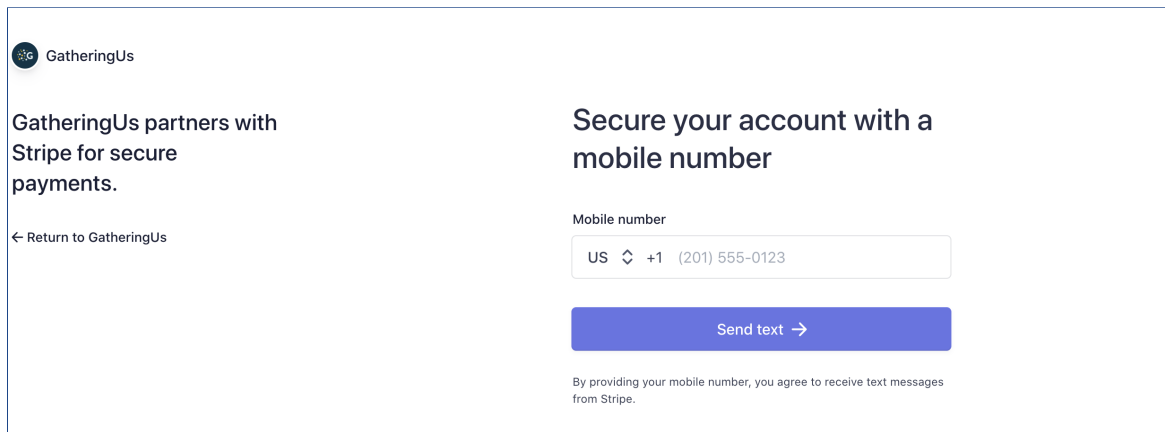
Stripe Account FAQ

2. Create your Stripe Account: Enter a password.



The screenshot shows the Stripe account creation interface. On the left, there is a GatheringUs logo and text stating "GatheringUs partners with Stripe for secure payments." Below this is a link to "Return to GatheringUs". The main heading is "Create your free Stripe account". There are two input fields: "Email" with the value "suzannetesting4@gmail.com" and "Password" which is currently empty. A blue "Next →" button is positioned below the password field. At the bottom, a small disclaimer reads: "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

3. Secure your account with a mobile number: Enter your mobile phone number. You will receive a text with a verification code.

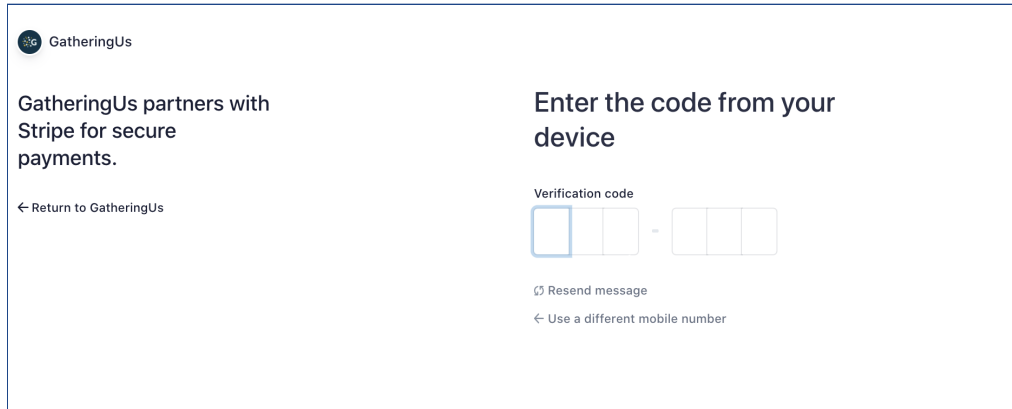


The screenshot shows the Stripe account creation interface for the mobile number step. On the left, there is a GatheringUs logo and text stating "GatheringUs partners with Stripe for secure payments." Below this is a link to "Return to GatheringUs". The main heading is "Secure your account with a mobile number". There is a "Mobile number" input field containing "US" (with a dropdown arrow), "+1", and "(201) 555-0123". A blue "Send text →" button is positioned below the input field. At the bottom, a small disclaimer reads: "By providing your mobile number, you agree to receive text messages from Stripe."

4.

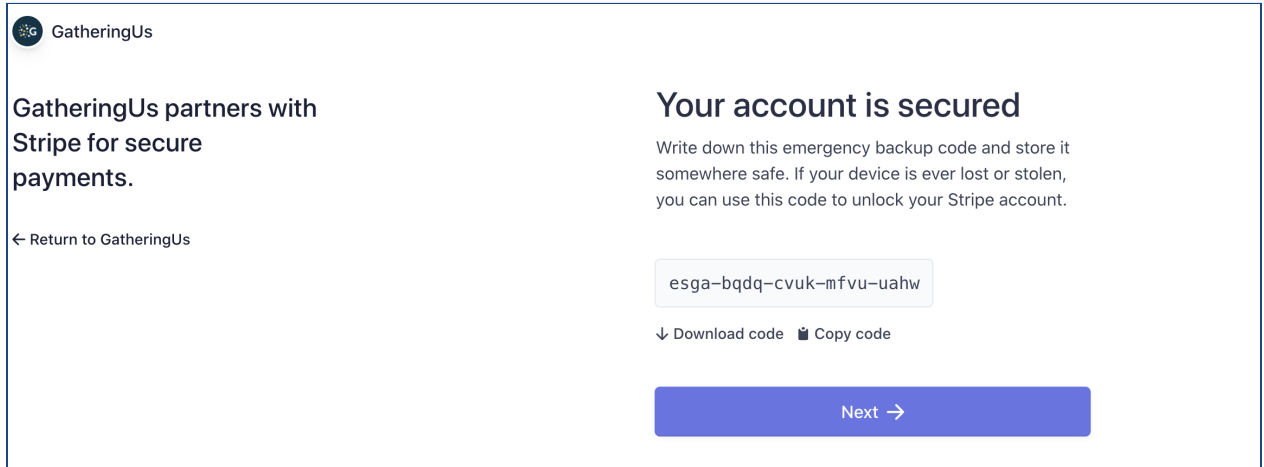
Stripe Account FAQ

- 5. Enter the code from your device:** Enter the verification code sent to your phone on the Stripe page.



The screenshot shows a mobile app interface for GatheringUs. On the left, it says "GatheringUs partners with Stripe for secure payments." and has a link "Return to GatheringUs". On the right, the heading is "Enter the code from your device". Below this is a "Verification code" input field with six boxes, the first of which is highlighted. There are two links below the input: "Resend message" and "Use a different mobile number".

- 6. Record your backup code:** Write down, download or copy, and paste the code to a safe spot.



The screenshot shows a mobile app interface for GatheringUs. On the left, it says "GatheringUs partners with Stripe for secure payments." and has a link "Return to GatheringUs". On the right, the heading is "Your account is secured". Below this is a paragraph: "Write down this emergency backup code and store it somewhere safe. If your device is ever lost or stolen, you can use this code to unlock your Stripe account." Below the paragraph is a text box containing the backup code "esga-bqdq-cvuk-mfvu-uahw". There are two links below the text box: "Download code" and "Copy code". At the bottom right is a blue button labeled "Next →".

Stripe Account FAQ

7. **Tell us about your Business:** Enter your home address. For “Type of business” the default is Individual, Sole Proprietor, or single-member LLC. Leave this as the default type of business.

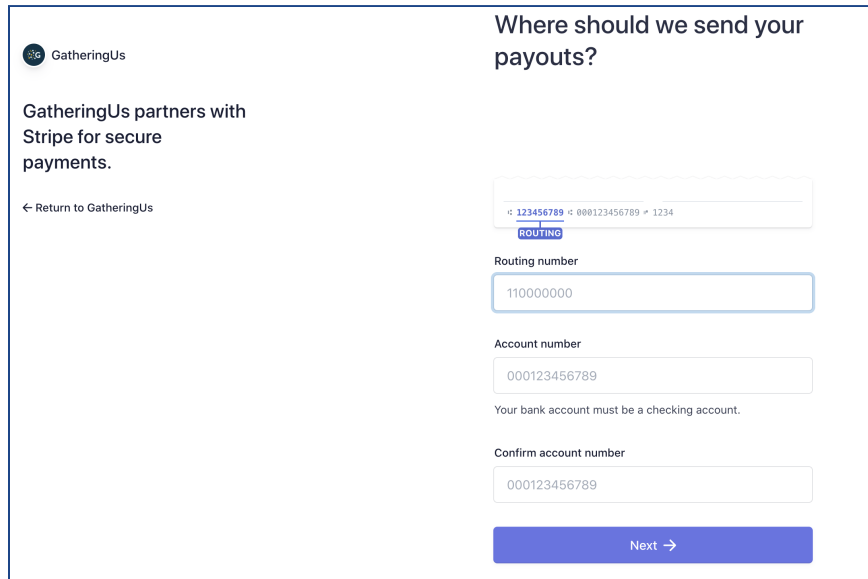
The screenshot shows the 'Tell us about your business' form. On the left, there is a sidebar with the GatheringUs logo, the text 'GatheringUs partners with Stripe for secure payments.', and a 'Return to GatheringUs' link. The main form area has the title 'Tell us about your business' and a sub-header 'Before you can accept payments with Stripe, we need to learn more about you and your business. We collect this information to comply with requirements from regulators and financial partners and the terms of our Services Agreement.' Below this is a 'Registered business address' section with a dropdown menu set to 'United States'. There are four input fields for 'Address line 1', 'Address line 2', 'City', and 'State'. Below these is a 'ZIP' field and a 'Type of business' dropdown menu set to 'Individual, sole proprietor, or single-member LLC'. A blue 'Next' button is at the bottom. Red arrows point from the text 'Enter your home address' to the address fields, and from 'Do not change “Type of Business” - Leave as “Individual, sole proprietor, or single-member LLC’ to the 'Type of business' dropdown. A note on the right says 'You can use your home address if you don't have a business address.'

8. **Personal details:** Enter your date of birth, phone number, and last 4 digits of your SS number. All fields are required.

The screenshot shows the 'Personal details' form. On the left, there is a sidebar with the GatheringUs logo, the text 'GatheringUs partners with Stripe for secure payments.', and a 'Return to GatheringUs' link. The main form area has the title 'Personal details' and a sub-header 'Tell us a few details about yourself.' Below this is an email field with the text 'testing four' and 'suzannetesting3@gmail.com'. There is a 'Date of birth' field with a placeholder 'MM / DD / YYYY'. Below that is a 'Phone number' field with the text '+1 (201) 555-0123'. Below that is a 'Last 4 digits of Social Security number' field with the text '... - - - 8888'. A blue 'Next' button is at the bottom.

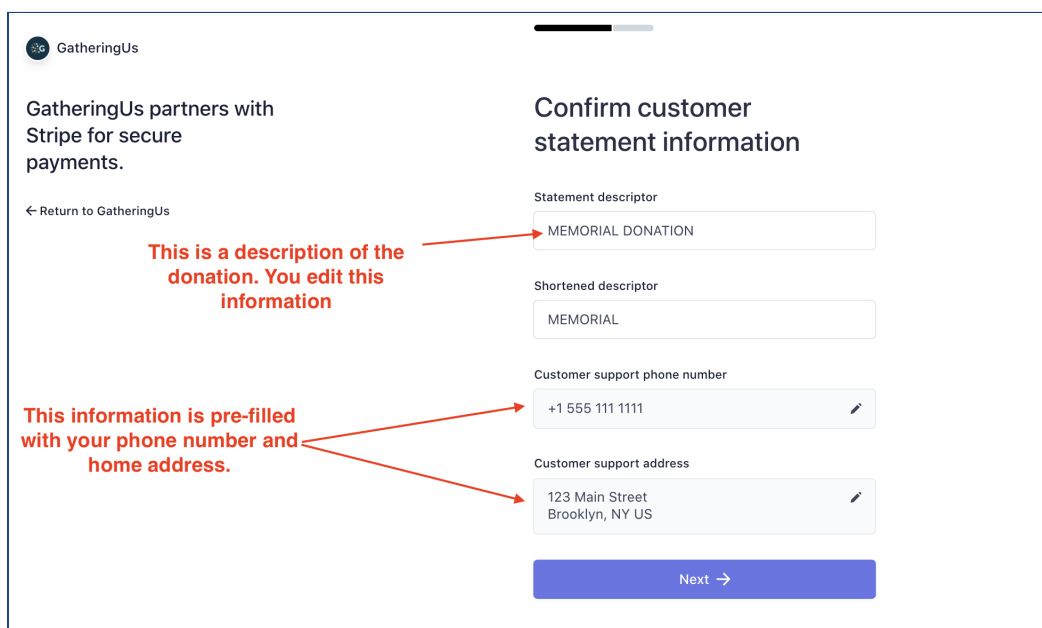
Stripe Account FAQ

9. **Where should we send your payments?** Enter your checking account Routing number and Account number.



The screenshot shows a web form for setting up a Stripe account. On the left, there is a sidebar with the GatheringUs logo, the text "GatheringUs partners with Stripe for secure payments.", and a "Return to GatheringUs" link. The main content area is titled "Where should we send your payouts?". It contains several input fields: a "Routing number" field with the value "110000000", an "Account number" field with the value "000123456789", and a "Confirm account number" field with the value "000123456789". Above the routing number field, there is a small box containing the number "123456789" and a "ROUTING" label. Below the account number field, there is a note: "Your bank account must be a checking account." At the bottom right, there is a blue "Next →" button.

10. **Confirm Customer Statement Information:** The Statement description defaults to “Memorial Donation” You can change this text. The shortened description is how it will appear on the credit card statement. The “Customer support phone number” and “address” are pre-filled with your phone number and home address.



The screenshot shows a web form for confirming customer statement information. On the left, there is a sidebar with the GatheringUs logo, the text "GatheringUs partners with Stripe for secure payments.", and a "Return to GatheringUs" link. The main content area is titled "Confirm customer statement information". It contains several input fields: "Statement descriptor" with the value "MEMORIAL DONATION", "Shortened descriptor" with the value "MEMORIAL", "Customer support phone number" with the value "+1 555 111 1111", and "Customer support address" with the value "123 Main Street, Brooklyn, NY US". There are two red annotations with arrows pointing to the form fields: one points to the "Statement descriptor" field with the text "This is a description of the donation. You edit this information", and another points to the "Customer support phone number" and "Customer support address" fields with the text "This information is pre-filled with your phone number and home address." At the bottom right, there is a blue "Next →" button.

Stripe Account FAQ

- 11. Review:** The email address has defaulted to the GatheringUs memorial page. Verify all other information. Click the edit icon to change any information.

The screenshot shows the Stripe account setup interface. On the left, there is a header with the GatheringUs logo and a link to return to the memorial page. The main content area is titled "You're all set" and contains three sections: "BUSINESS DETAILS", "MANAGEMENT AND OWNERSHIP", and "BANK ACCOUNT".

Annotations:

- A red arrow points from the text "Business Details: Business Email address has been pre-populated with the GatheringUs Memorial page" to the "Your business" field in the "BUSINESS DETAILS" section.
- Another red arrow points from the text "Edit any information that is not correct" to the "testing four" field in the "MANAGEMENT AND OWNERSHIP" section.

Form Content:

- BUSINESS DETAILS:**
 - Your business:** https://stripe.gatheringus.com/memorial/testing-account44335, 123 Main Street, BROOKLYN, NY 11215 US
 - Update support information:** (button)
- MANAGEMENT AND OWNERSHIP:**
 - testing four:** Account representative, suzannetesting3@gmail.com, Born on December 12, 1970, 123 Main Street, BROOKLYN, NY 11215 US
 - Other information provided:** Last 4 SSN, Phone
- BANK ACCOUNT:**
 - STRIPE TEST BANK:** USD Default, 110000000 6789

At the bottom, there is a "Done" button and a footer with "Powered by stripe" and "English (US)".

- 12.** Click "Done" and return to GatheringUs memorial page. Stripe will verify the account within an hour once all information is entered. The page must be refreshed to see the verified account.



The "Donation" button is disabled until the Stripe account is verified. You can continue to update the GatheringUs memorial page while Stripe account verification is in progress.