

THRIVENT ACTION TEAMS

Leader Guidebook

Digital guidebook

Powered by your Thrivent Member Network

Live Generously®

You're about to make a big impact in your community by leading a Thrivent Action Team. We know you'll do a great job. This guide walks you through the easy steps to help you prepare for your project and follow-up.

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Helpful tips for using your Community Impact Card

- + Use the Instant Card that was delivered to the email address you provided on your application, and download the US Bank Instant Card App. The app guides you through the registration process.*
*If you can't locate the email, search donotreply@expensewizrd.usbank.com. Two emails were sent with the subject lines:
You've got a new Instant Card.
Welcome to Instant Card, please register to receive your card.
- + If the emails are not in your primary email, check promotional or spam folders.
- + Use the [Expense Tracker](#) on page 3 to manage the balance on your card.
- + If the amount due for your purchase exceeds the balance on the card, the card will be declined. Please have the cashier charge the card for the exact remaining balance.
- + Unfortunately, we are unable to reimburse you for purchases made outside of the card.
- + If you have questions about the Instant Card, call 800-847-4836, and say "Thrivent Action Teams." Please have your Thrivent ID or contract number available to access your account.
- + Additional information about card usage can be found on [page 9](#).

Use this card anywhere VISA credit cards are accepted as payment for services or products needed to kick-start your Thrivent Action Team project. However, Thrivent does not allow purchases of gift cards, alcohol, firearms, jewelry, direct cash (card) donations, organizational operating funds, personal expenses or purchases made outside the U.S. or its territories.

Whether you're leading a small project with a few friends or family or a large project with the help of your entire community, this project planning timeline can help things run more smoothly.

Before you start your project:

Get organized

Set your project location, date and time. Think through the tasks to be completed and the number and types of volunteers you will need. Plan how and when you'll promote your project. Take a look at the [Reporting Checklist](#) on page 6 to keep track of your project along the way. You'll need to use that information to report on your project after you're done.

Build your team

Invite your family, friends, neighbors or church members to join your team. You may also want to post the project announcement in local print or on social media.

Purchase supplies

Use your Instant Card to help pay for project supplies. Use the [Expense Tracker](#) on page 3 to help you keep track of your purchases and balance.



Insider tip

Watch for an email inviting you to create a personalized project page on our Thrivent Action Teams Hub. Invite volunteers, promote your project, add photos and easily send thank-you notes after the event.

Expense tracker

Use this page to track the purchases made with your Instant Card. Remember, the card will not accept more than \$250 in charges. Once your project is complete, the remaining funds go back into the community as part of other Thrivent Action Team projects. Review the merchant chart on page 4 to ensure the Instant Card will be accepted at time of payment.

Date	Purchase	Balance











Insider tip

When purchasing items, tell the cashier your available balance to ensure the card doesn't get declined.

Merchant chart

The merchants listed below are the most frequently used by our Action Team leaders. The checkmark indicates the merchant accepts the payment type. Payment types are being updated at merchants frequently and this chart will be modified as we are made aware of updates.

	Apple Pay (iOS)	Google Pay (Android)	Online Purchases
<ul style="list-style-type: none"> • Aldi • Costco • Dollar General • Dollar Tree • JOANN Fabric and Crafts • Lowe's • Meijer • Target 			
<ul style="list-style-type: none"> • Delta • United Airlines 			
<ul style="list-style-type: none"> • Amazon • American Airlines • Gordon Food Service • Hobby Lobby • Hy-Vee • Kroger • Menards • Oklee Quilting Supply, Inc. • Oriental Trading Company • The Home Depot • Walmart 			

During your project:

Gather the team

Before you serve, take time to gather your team for a [short prayer](#), found on page 8. We hope your heart is inspired and filled with grace as you make an impact in your community.

Have fun

Projects can be busy, especially for leaders. Don't forget to have fun—and you'll inspire others to do the same!

Track the details

We want to hear how your project went. Use the [Reporting Checklist](#) on page 6 to record your project results. Doing so will make it easy to complete the online reporting form.



Insider tip

Your project page on the Thrivent Action Teams Hub is the perfect place to share photos and favorite moments from your project. Invite your friends to do the same!

Reporting checklist

Use the form below to track your project's impact, based on the type of project you led.



If your project was a service activity

Number of volunteers: _____

Average number of hours
each volunteer served: _____

Number of hours spent
planning and preparing: _____



If your project was a fundraiser

Number of volunteers: _____

Length of event: _____

Number of hours spent
planning and preparing: _____

Number of attendees: _____

Funds raised: _____



If your project was an educational event

Number of volunteers: _____

Length of event: _____

Number of hours spent
planning and preparing: _____

Number of attendees: _____

After your project:

Thank everyone involved

Send personalized thank-you cards or host an informal celebration. Watch for an email inviting you to use our digital thank-you notes for a quick and easy way to appreciate your volunteers.

Report your success

Let us know the project details and describe your experience by completing the report on thrivent.com/actionteams.

Share on social media

Document your experience and spread the word using @Thrivent and #livegenerously.

Learn more about ways you can give of yourself by visiting thrivent.com/livegenerously.



Insider tip

Go to your project page on the Thrivent Action Teams Hub to see photos from your project and share them to social media. Your friends and family will love to see the difference your Thrivent Action Team made.

Prayer

Dear Heavenly Father,

We thank you for giving us gifts and talents to use in service and share our love for others. Place in our hearts a desire to live faithfully and do the things you have prepared in advance for us to do. Today we pray that you would bless the work of our hands. May we be good stewards of your blessings and may many lives and hearts be touched today. May all honor and glory be yours.

Amen

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Frequently asked questions

How long is my Community Impact Card active?

Thrivent Action Team funds are provided to help kick-start your approved project. Access to the funds expires 120 days after your project's start date or upon completion of your project report, whichever comes first. Once your project is complete, the remaining funds go back into the community as part of other Thrivent Action Team projects.

Do I need to track my expenses?

Yes. Tracking expenses helps ensure you don't exceed the \$250 spending limit.

Use the [Expense Tracker](#) on page 3 in this guidebook to help. At the time of your transaction, tell the merchant the balance remaining on the card. If what you owe, online or in person, exceeds the available balance, please seek an alternative funding source (e.g., personal contribution, other donations, fundraiser, etc.) for the balance of your purchase. The online merchant must allow for multiple payments to proceed in one transaction.

To ensure program fidelity, Thrivent is required to conduct random audits on card purchases. To help us, please retain for one year the receipts for all purchases made using the card.

Where can I use my Instant Card?

Online and anywhere mobile wallet is accepted as payment for goods or services. Look for an Apple Pay or Google Pay symbol. Please note: The funds from Thrivent cannot be used for the purchase of gift cards, alcohol, firearms, jewelry, direct cash donations, organizational operating funds, personal expenses or purchases made outside the U.S. or its territories.

If you use the Instant Card to purchase fuel for your Thrivent Action Team, you'll need to pay at the register inside as the option to pay for fuel at the pump is not available.

Can I be reimbursed if I use my own money or credit card?

No. You can charge up to \$250 on the Instant Card for expenses related to your project or activity. If you exceed this amount, or if a merchant does not accept the Instant Card, you will not be reimbursed for any charges you incur using your own money, check or credit card.

Frequently asked questions (cont.)

What should I do if I can't access my Instant Card?

Call 800-847-4836 and say "Thrivent Action Teams" when prompted. Please have your Thrivent ID or contract number available to access your account.

Can I use my card for online purchases?

Yes. Please enter your first and last name as listed in the Thrivent Action Team application. Tap the credit card image to view the full 16-digit card number, valid through dates, CVV, Thrivent's billing address and credit limit.

- Shipping Address—The address where you want the product(s) shipped.
- Billing Address—Enter Thrivent's address:
4321 N Ballard Rd., Appleton, WI 54919
The address is also listed in the Instant Card app below the card number.
- Billing Phone Number (if applicable). Enter your home or cell phone number.
- Name on US Bank VISA card (if applicable). Enter your first and last name as listed in the Thrivent Action Team application.

Note: Amazon does not charge the card until the items ship, which may result in several charges. If you don't have enough funds left on the card, your backup card in Amazon's records will be charged.

What do I do if my project gets delayed, changes or I need to cancel?

Call 800-847-4836 and say, "Thrivent Action Teams." Please have your Thrivent ID or contract number available to access your account. Representatives are available 7 a.m. to 6 p.m. Monday through Friday Central time.

What is the Thrivent Action Teams Hub?

It's a digital platform to equip you with tools to help promote your Thrivent Action Team project and celebrate the impact you are making in your community. Check your email inbox for an invitation to create a personalized project page, which allows you to invite friends and family, share your project and experiences on social media or email, and post stories and photos from your project directly on the site for others to see and be inspired.

How can I share my Thrivent Action Team story?

It's easy! Share photos and posts from your project on the Thrivent Action Teams Hub. And as part of our responsibility as a fraternal benefit society, please report back at thrivent.com/actionteam after your project is complete. You don't need to include photos or receipts as part of this reporting process.

Terms and conditions

You have the responsibility to use Thrivent membership resources appropriately.

By using the Instant Card, you reaffirm that you will follow all the Thrivent Action Team Terms and Conditions online at thrivent.com/actionteam. And be sure to remember these important rules:

- + You are personally responsible for the Instant Card's safekeeping and proper use.
- + You are only authorized to purchase and pay for items or services that are necessary for the Thrivent Action Team project you applied to lead. (Unspent funds do not go to waste; they support other Thrivent Action Team projects.)
- + You must retain receipts for all purchases made with the Instant Card for at least one year. Thrivent may require you to submit them for review.
- + You must stop using the Instant Card if Thrivent asks you to do so for any reason.
- + If you make purchases for yourself or misuse the funds in any way, Thrivent will protect membership resources by seeking reimbursement or pursuing other legal remedies against you.



We're here to help!

Call 800-847-4836 from 7 a.m. to 6 p.m. Central time, Monday to Friday and say "Thrivent Action Teams" to get answers to other questions.

For more information on Thrivent Action Teams, visit thrivent.com/actionteam.

Sign-in sheet

Thrivent and affiliates are collecting the information below. Individuals under age 18 should not be included. The identifying information you provide will allow Thrivent to contact you regarding this event or to share other news about Thrivent offerings. To learn more about the privacy of your information, visit thrivent.com/privacypolicy.

Name (first and last)	Email	State, ZIP code

Thrivent Action Team

Project Leader: _____ Date: _____

Project: _____

About Thrivent

Thrivent believes finances are a force for good. With our unique combination of financial services and generosity programs, we help clients navigate their financial journey while making an impact on the people, causes and communities they love.

Our nationwide network of financial advisors offers holistic financial solutions to support each client's unique ambitions. Our member-owned business model reinvests profits back into the people and communities we serve, providing our clients with resources to make a difference where it matters most.

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WHERE MONEY MEANS MORE™



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