If you have existing recurring donors with another payment processor, we can transfer them over to Flipcause for you, so you don't have to ask all of your recurring donors to sign up and ask for their credit card information again.

Payment processors have a legal obligation to allow for this transfer, since the data belongs to you, so don't hesitate to ask for them to provide Flipcause with the export.

The first step is to get in touch with your processor and inquire about exporting your data to Stripe (the processor we use). I would suggest explaining that we (Stripe) are PCI compliant and they can export the data directly to us.

Depending on how your processor handles these requests, you may need to be rather firm in asserting your right to your data, and try multiple customer service representatives if the first isn't helpful. (This isn't to say they won't be immediately helpful, but some processors are unfortunately more reluctant than others.)

The second step is to contact your Success Team so that we may begin the migration for you into your Flipcause account.