

# External Funds Transfer FAQs

## How do I sign up for the External Funds Transfer service?

The sign-up process for this service is quite simple.

1. Complete a short online registration.
2. You will be notified by email of the status of your online registration. The email will also contain simple instructions for your next steps.

## How long does the sign-up process for the External Funds Transfer take?

- **Initial registration and Associated Credit Union accounts verification:** For your security, Associated Credit Union will verify the personal information you entered in the online registration. This is to ensure that the request for the service actually came from you.

You will be notified by email of the status of your application. If you have any questions, you can contact Associated Credit Union Customer Service by sending a secure email via online banking, or by calling 770-448-8200, Ext. 2402.

- **Account verification:** You will be required to verify your accounts that do not reside at Associated Credit Union. For most major banks, credit unions and brokerages, we can complete online confirmation of individual accounts for which you have Internet access, in less than a minute. For other accounts, we will ask you to complete a trial deposit verification, which generally completes in 1-2 business days. For a more detailed description of account verification procedures, look under [Account Ownership Verification](#) within the FAQs.

## Why do I have to verify my external accounts?

We do everything possible to ensure your security and maintain the integrity of the payments network. The account verification procedures are safeguards that help us make sure that only you can add accounts to this service.

## Can I make changes to my account portfolio after the initial set-up?

Absolutely! You can easily add or delete accounts held at other Financial Institutions from the Settings page.

## How often will I have to go through the account verification process?

For your protection, we will ask you to complete the individual account verification process for each account you wish to add from another Financial Institution.

## Which accounts are eligible for the External Funds Transfer service?

At this time, you can add the following accounts to your Transfer Funds Portfolio:

- Checking accounts and savings accounts held at any commercial bank or credit union nationwide that are able to accept ACH transfers. Contact your institution if you're not sure.
- Investment accounts held at online brokerage firms. We currently have access to most of the nation's largest brokerage companies.

Please note that accounts held at Associated Credit Union will be auto-enabled for this service. All your other external accounts will require you to complete our simple account ownership verification process.

### Which account types are not eligible for the External Funds Transfer service?

The following accounts are not eligible for the Associated Credit Union External Funds Transfer Service:

- Individual Retirement Accounts (IRAs)
- Custodial and/or Trust Accounts
- Business Accounts
- Certificate of Deposits (CDs) or other time-based accounts
- Loan Accounts (including credit card and equity accounts)

You may have other accounts that are ineligible for this service due to restrictions specific to your financial institution(s). If in doubt, please contact Associated Credit Union.

### I'm not new to this service. How do I add accounts to my previously established portfolio?

The process for adding new accounts to a previously established portfolio and for adding accounts to a brand new portfolio are exactly the same. You can follow the step-by-step explanations below if needed.

### How do I get started adding accounts to my Accounts Portfolio?


To get started, click *Add a New Account* from the External Funds Transfer page, or the Settings page. Follow the online instructions. You will need to also select the account type and enter the appropriate Routing Number and Account Number (See below for information about ABA Routing/Transit numbers, including what they are and how to find yours.)

In many cases, we will be able to verify the account with the institution automatically through our online account verification process. For other accounts, just follow the trial deposits verification steps.

### What is an ABA routing number?

The ABA routing number is an identification number assigned to each financial institution and each branch office. It is usually a 9-digit number found at the bottom of a check or deposit slip.

### How do I identify the ABA Routing Number for the account?

Take a look at your check. You will see a printed row of numbers, usually at the bottom of the check. The ABA Routing Number is the nine-digit sequence that appears between the  symbols.

### How do I find the account number?

You can find your account number on an account statement, or on a check, in that same row of numbers where you find your 9-digit ABA Routing/Transit number. Your account number appears on your check between the **⌘** symbols.

### How do I verify accounts I own to my account portfolio?

- **Online Account Verification:** We can often verify the new account with the institution immediately via the Internet. To do so, we will ask you to supply the login credentials you use to gain access to the account that you are attempting to add.
- **Trial Deposit Verification:** If online account verification is not available, or if it fails, you will be asked to complete our convenient Trial Deposit Verification process. See below for details regarding online and offline account verification.

Once you have supplied all the requested information for verification, click Continue.

- If you successfully completed Online Verification, you will be taken to a page confirming that the account is ready to be used with the External Funds Transfer service. The account will also be listed under the Settings page as Active.
- If Trial Deposit Verification is required, you will be taken to a page where you will initiate the Trial Deposit process. The account will also be listed under the Settings page but it will not be able to be used with this service until you have completed the Trial Deposit process (see a later FAQ on how to do so).

#### **Adding additional accounts**

To add additional bank accounts, repeat the steps above.

To add investment accounts, see below.

### What is the definition of an investment account for the purposes of the External Funds Transfer Service?

An investment account is the cash account (usually a money market account) that you hold at your brokerage. This is where your brokerage holds the funds you use to make stock, mutual fund and other investment purchases, and where the brokerage deposits the proceeds from sales you execute.

### Which brokerages are accessible for External Funds Transfer?

The Transfer Funds Service allows you to add investment accounts from any of our affiliated online brokerage firms. We offer access to most of the nation's prominent brokerage firms. When adding a brokerage account, the supported brokerage firms will be displayed.

### How do I add investment accounts to my Accounts Portfolio?

Click *Add a New Account* on the Transfer Funds or Settings page. Select the Account Type of Brokerage.

1. Select a brokerage

Click on the name of your brokerage firm from the Available Brokerages firm list.

## 2. Enter account information

You will be taken to a screen asking for the information we need to verify the account at your brokerage firm. Depending on your particular brokerage firm, you may be asked whether or not you have check-writing capabilities for your account. If your account includes check-writing privileges, you will be asked for the ABA Routing Number that appears on your check.

**Trial Deposit Verification:** If Online Account Verification is not possible, you will be asked to complete our convenient Trial Deposit Verification process. See below for details regarding online and offline account verification.

- If you successfully completed Online Verification, you will be taken to a page confirming that the brokerage account is ready to be used with the External Funds Transfer Service. The brokerage account will also be listed as active on the Settings page.
- If Trial Deposit Verification is required, you will be taken to a page where you will initiate the Trial Deposit process. The brokerage account will also be listed on the Settings page with a status indicated the account needs to be verified. Until the brokerage account is verified, it will not be available to be used in the Transfer Funds Service.

## 3. Adding additional accounts

To add additional accounts, simply repeat the above process.

### What if my brokerage doesn't appear on the Available Brokerages list?

Unfortunately, if you don't see your brokerage firm in this list, you won't be able to add accounts held at that brokerage firm to your External Funds Transfer Portfolio.

### How can I get my external accounts verified using Trial Deposit Verification?

If for any reason, your account cannot be verified using the online verification method, you will be automatically directed to initiate the Trial Deposit process. On receiving your instruction, Associated Credit Union will make two deposits into the account you are attempting to add. 1-2 business days later, you will be able to confirm the amount of the deposits.

Once you know the amount of the deposits sent to the account you are adding, by either calling your financial institution or from your online account statement, just return to the External Funds Transfer service, go to the Transfer Funds or Settings page and click on the Verify link next to the appropriate account. You will then be prompted to enter the amounts of the two deposits. If the amounts entered are correct, your external account will be added to the service. The account status will now show as "Active" on the Settings page.

### **How do I find out the amount of Trial Deposits made to get my account verified?**

The Trial Deposit transactions can be identified as “ACUFUNDSMOVER” in your account statement. You can find out the amount of deposits we made in a number of ways:

- Calling your financial institution
- Reviewing the account statement available online on your financial institution web site
- Reviewing your monthly statement

(Customers have 30 days to verify trial deposits. After 30 days, the trial deposits expire and cannot be verified.)

### **How long does it take to get my accounts verified using Trial Deposit Verification?**

The Trial Deposit transaction(s) are generally available 1 - 2 business days after the day you initiated the trial deposit process.

### **What do I do if the Trial Deposit(s) made to my account fails?**

If the Trial Deposits do not deposit successfully to the account you are attempting to add, you will be notified by email.

Also, when you view this account on the Settings page, the status will show as "Not Verified".

If this occurs, we suggest that you double check the account details entered. If incorrect, delete and add the account again with the correct account details.

### **How can I tell which accounts still have to be verified with my institutions?**

All accounts still pending verification will appear on the Settings page with a status of "Verify". We ask you to help us complete the verification of these accounts by completing the simple verification process you selected.

### **How does the External Funds Transfer service work?**

Associated Credit Union processes funds via the Automated Clearing House (ACH) secure network.

### **Can I transfer funds to my external loan accounts?**

No, since you cannot add external loan accounts to this service, you cannot transfer funds to these accounts.

### **Can I set up an External Funds transfer now to be executed at a future date?**

Yes, you may schedule a funds transfer up to a year in advance.

### **Can I set up an External Funds Transfer as a recurring transaction?**

Yes, you may set up a recurring transfer. The service provides a variety of time options to meet your needs.

### **Can I use this service to transfer money between accounts at the same financial institution?**

No.

### **Can I transfer money internationally?**

No, the External Funds Transfer service does not provide the ability to transfer funds internationally.

### **How do I use the External Funds Transfer service?**

You can use this service to transfer funds from one of your Associated Credit Union accounts to another account held at your other financial institution, or vice versa.

### **Why can't I move my funds between my accounts held at other financial institutions using this service?**

This service facilitates movement of funds only between your accounts held at Associated Credit Union and your accounts held at other financial institutions.

It does not support movement of funds between your accounts held at other financial institutions.

### **What is a One-Time transfer?**

This is a transfer you set up that occurs only once.

### **What is a Recurring transfer?**

This is a transfer you set up that re-occurs based on the frequency and duration you specify.

### **What are Delivery Speeds?**

The delivery speeds which are available to you can be found on the Transfer Funds page. Once you select an account in the *From* field, the Delivery Speeds available for that account will be presented. Next to the Delivery Speed(s), the date by which the transfer will be completed, along with any fees associated with that Delivery Speed, will also be presented.

### **What is a Scheduled Transfer?**

A Scheduled transfer is a standard funds transfer that you request to occur in the future.

### How do I set up a One-time funds transfer between accounts?

1. Just click the *Transfer Funds* tab on the page. You will see a *From* and *To* drop down display box.
2. Simply enter the amount you want to transfer, select the *From* and *To* accounts and click *Continue*.
3. On the *Review Transfer* page check the details of your Transfer Funds request.
4. If you need to change something, click *Edit*.
5. If everything is correct, click *Confirm*.

The *Transfer Confirmed* page will display all the details of the transfer. If you wish, you can click the *Print* icon to display a confirmation page formatted for printing. The transfer will also appear on the *Activity* page, which offers a detailed view of all transfers.

### How do I set up Recurring Transfers between accounts?

1. Just click the *Transfer Funds* tab on the page. You will see a *From* and *To* drop down display box.
2. Simply enter the amount you want to transfer, select the *From* and *To* accounts and select the *Make Recurring* option.
3. In the Recurring section you will enter the frequency, first send-on date, the number of transfers for the Recurring Transfer and click *Continue*.
4. On the Review Transfer page, check the details of your Transfer Funds request.
5. If you need to change something, click *Edit*.
6. If everything is correct, click *Confirm*.

The Transfer Confirmed page will display all the details of the transfer. If you wish, you can click the *Print* icon to display a confirmation page formatted for printing. The transfer will also appear on the Activity page, which offers a detailed view of all transfers.

### What recurring frequencies are supported by the External Funds Transfer service?

The following is a list of frequencies you can select from when setting up a Recurring Transfer.

Once every month	Every month on the same date selected for the first send-on date.
Every 15 days	On the same date as the first transfer plus 15 days. (i.e.: If the first transfer send-on date is 4/5, the next transfer dates will be 4/20, 5/5, and 5/20.
Every week	Every week on the same day of the week selected for the first transfer.
Every 2 weeks	Every other week on the same day of the week selected for the first transfer.
Every 4 weeks	Every 28 days from the previous transfer send on date, starting with the first send-on date.
Every 2 months	Every other month on the same send-on date as the first transfer.
Every 3 months	Every three months on the same send-on date as the first transfer.
Every 6 months	Every six months on the same send-on date as the first transfer.
Every year	Once a year on the same send on date as the first transfer.

### Why don't all of my accounts I've added appear on my Transfer Funds page?

An account can only be enabled for External Funds Transfer after it has been verified with the financial institution. Check the *Settings* page. If verification of the account is still pending, or if you have not begun the verification process, you will see the account does not have an "Active" status.

When the verification process has been completed, the account will automatically appear on the *Transfer Funds* page.

Please see above for more details about Account Verification, or contact Associated Credit Union Customer Service by sending a secure email via online banking, or at 770-448-8200, Ext. 2402.

### How much money can I transfer per transaction and per rolling 30-day period?

For your protection, transaction limits have been applied on the dollar amount and the number of payments that can be sent during various time periods. Please click the icon next to the *Amounts* field to view your available limits.

### Do account transaction limits and/or fees assigned by my financial institution apply to External Funds Transfer service?

Yes. In all cases, limits and conditions placed on account transactions by Associated Credit Union apply to transfers executed through External Funds Transfer. Please note that your external account financial institution may charge fees. We recommend that you contact your external account financial institution to determine whether restrictions and/or conditions, including fees, pertain to transactions made into or out of any of your accounts.

### How are funds available calculated under the rolling 30-day Period Transfer Limit?

When a new transfer is attempted, a rolling 30-day period is used to calculate funds available for transfer. All transfers made within the last 30 days are subtracted from the 30-day Period Transfer Limit to determine the funds available.

### Are there any fees for using the External Funds Transfer service?

To learn more about the charges applicable to the External Funds Transfer service, go to the Transfer Funds page and select the *From* and *To* accounts as well as the delivery speed. Next to the delivery speed click on the information icon to see what fees, if any, are applicable.



### Can I cancel an External Funds Transfer request?

You can cancel a Standard transfer. However, because standard transfers are released for processing periodically throughout the day, the timeframe within which you can cancel the transfer will vary.

- You can cancel a One-time Next Day transfer request any-time before the cut-off time.
- A One-time Scheduled transfer request can be canceled any-time before the transfer's send date.
- An individual Recurring transfer can be cancelled, as can all remaining Recurring transfers.

Once a transfer request has been transmitted to ACH, you cannot cancel the transfer. If your transaction is in process, you may execute another transfer to move the funds back. This is considered another transaction so please be aware fees may be charged. See the FAQs above for more information.

### How do I cancel a One-Time Standard, Next Day or Scheduled External Funds Transfer request?

It is simple to cancel a One-time Standard, Next Day, or Scheduled transfer. Just locate the transfer on the *Activity* page, click the appropriate transfer to show the options available, and then click the *Cancel* button. Then follow the simple instructions.

### How do I cancel a Recurring Transfer?

To cancel a Recurring Transfer, just locate the recurring transfer on the *Activity* page, click the appropriate transfer to show the options available, and then click the *Cancel* button. Then follow the simple instructions.

### Can I edit an External Funds Transfer request?

- You cannot edit a One-Time Next Day or Standard transfer request.
- You can edit the amount of a One-Time Scheduled transfer request any time before the transfer's send date.
- An Individual Recurring Transfer can also be edited. You can also edit all remaining transfers under the Recurring Transfer.

### How do I edit a One-Time Scheduled External Funds Transfer request?

It is simple to edit a One-time Scheduled transfer. Just click on the *Edit* link next to the transfer on the *Activity* page and follow the simple instructions.

### Can I decrease the number of remaining transfers in a Recurring Transfer?

No. You can only edit the amount and frequency. To decrease the number of transfers you should cancel the remaining recurring transfers and create a new Recurring Transfer.

### How will I know when a transfer is complete?

Emails will be sent to you confirming the status of each transfer.

The Activity page also provides an up-to-date report on your External Funds Transfer request over the past 180 days. Each transfer request is displayed along with the date and status of the transfer. You should also be able to confirm the completion of the transfer with your financial institution after scheduled completion of your request.

### Under what circumstances will an attempted funds transfer be unsuccessful?

A funds transfer will be returned if it cannot be successfully posted to your account. The most common reasons for failed or returned funds transfers are:

- Lack of sufficient funds in the source account
- Exceeding the dollar limit for an individual transaction, total transactions conducted in the last 30 days, or outstanding transfers (transfers that you have initiated but which have not yet completed)

You will be notified by e-mail if we receive a "Return" message on your transaction indicating that the transfer has not completed. Full details will be available on the *Activity* page.

### How long does it take to complete an External Funds transfer?

Below is the Funds Transfer schedule:

Standard Delivery (3 Business Days)	
Requested by cutoff time on: Destination account credited on:	
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Wednesday
Sunday	Wednesday

Next Day Delivery (Next Business Day)	
Requested by cutoff time on: Destination account credited on:*	
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday
Saturday	Tuesday
Sunday	Tuesday
* Based on the receiving bank's Availability of Funds scheduled.	

## How can I check on the status of my Scheduled or Recurring External Funds Transfer?

You can go to the *Activity* page to view the details of future scheduled transfer. The page shows:

- The transfer reference number
- The transfer send date
- The origin account (Transfer Funds "from") and destination account (Transfer Funds "to") of the transfer
- The dollar amount of the transfer
- The status of the transfer

## What do the different status designations mean?

- **Pending:** We have not yet received confirmation of a successful transfer. You may see an indication of the transfer in the account balance of the source account but not in the destination account of your funds transfer.
- **Complete:** The transfer is confirmed. The transfer will be reflected in your account balances with your institutions as a withdrawal from your source account and a deposit to your destination account. It is a good idea to verify the transfer with your financial institutions.
- **Rejected:** We were unable to remove the funds from the source account or place the funds in your destination account. A typical cause of failed or returned funds transfers is: lack of sufficient funds in the source account. If we receive a return due to non-sufficient funds (NSF) in the source account, we will automatically try the transaction a second time. A funds transfer will be designated unsuccessful only after a second NSF return.
- You will be notified by email if we receive a return notice on your transaction indicating the transfer cannot be completed.
- **Complete (Return):** Occasionally, we will receive a return from the ACH system indicating a problem with the transaction after the normal business-day waiting period. This designation indicates that we received the return notice after having already designated the funds transfer as Complete.

It is possible that you will see a record of the debit on the account statement of your source account. If this does occur, the funds will automatically be returned to that account, appearing as a credit on your account statement.

## How can I get further details about transactions that do not go through?

If a transaction is unsuccessful, the designation "Rejected" will appear in the *Status* column of the *Activity* page as a hyperlink. Click on this link to receive full details about the transaction and the situation that was encountered.

## How can I check on the status of a Recurring Transfer?

You can go to the *Activity* page to view the details of a Recurring Transfer. Find the transfer with the recurring symbol and expand the section to see transfer details. This will display:

- The reference number for the Recurring Transfer

- The origin account (Transfer Funds from) and destination account (Transfer Funds to) of each transfer
- The dollar amount of the Recurring Transfer
- Frequency of each transfer
- Remaining transfers

#### What do the different status designations for Recurring Transfers mean?

- **Pending:** There are Recurring Transfers remaining.
- **Complete:** All the Recurring Transfers have been executed.
- **Cancelled:** User has cancelled the Recurring Transfers.

#### How does Associated Credit Union protect my security and privacy?

We are committed to maintaining the privacy, security and integrity of the financial and personal information you share with us, and take every precaution to do so. We have designed multiple levels of security to ensure the protection of your information from loss, theft, and unauthorized access, modification, or disclosure. We make sure that our security measures conform to all applicable federal, state, and local laws.

Sensitive information, including bank account numbers and the account verification date, is encrypted with state-of-the-art encryption software. For example, we use 128-bit SSL encryption when communicating data over the ACH network. For a full description of the care we take in this area, please see our full-length Security Policy.

Our procedures also include extensive in-house privacy measures. We place your personal and financial information on a secure portion of our Web site. Your user login name, password, and all verification information pertaining to your individual accounts, always remain encrypted. Neither our software, nor any of our employees can decode this information. Please see our full-length Privacy Policy for more details.

#### How does Associated Credit Union verify my identity and my account information to prevent fraud?

We employ a two-tiered verification system to make sure your accounts are secure.

When you sign up for the External Funds Transfer service, Associated Credit Union provides confirmation of your identity and the accounts that you hold with the credit union.

Occasionally, we are unable to register successfully because of incomplete information received from your financial institution. If this happens you will have a chance to provide this information to us and you will be registered for the service.

Accounts that reside at Associated Credit Union will be auto-enabled so that you can start using them after you accept the terms of service. Before activating your other accounts into our External Funds Transfer service, we will verify each one with your other financial institution. This takes a little more time for you and for us, but it is part of the care we take to maintain your safety and the overall integrity of the payment network.

## **HELP - CONTACT US**

### **How to contact us?**

- By Telephone: 770-448-8200, Ext. 2402,
- Online Banking: Send us a secure email via online banking,
- By Mail: Associated Credit Union, 6251 Crooked Creek Road, Peachtree Corners, Georgia 30092-3107.