

# Popmoney FAQs

## What is Popmoney?

Popmoney is an innovative personal payment service that eliminates the hassles of checks and cash. Now, sending money is as easy as emailing and texting. And, you don't need a new account to send funds-- just use your current Eligible Transaction Account.

## What can I use Popmoney for?

Use Popmoney to pay other people:

- Send money to your child at college.
- Pay back friends for a fun outing.
- Pay your babysitter or lawn care service.
- Pay rent to your landlord or roommates.

Popmoney allows you to send money to friends, family or anyone at all, as long as they reside in the United States. To use Popmoney, you can log on to ACU's online banking system or mobile app.

After you enter your Eligible Transaction Account information, you can send money to your contacts. They will be notified by email or text message that you wish to send money. You and your contacts will never need to exchange financial account information.

## What are the different ways I can send money to someone?

You can send money using a recipient's:

- **Email address:** Your contact will receive an email with instructions on how to direct the payment into his or her Eligible Transaction Account.
- **Mobile number:** A text message will be sent to the recipient with instructions on how to direct the payment into his or her Eligible Transaction Account. If the recipient does not respond to the payment notification after 3 days, a reminder text message will be sent reminding him/her to act on the payment notification.
- **Eligible Transaction Account information** (Routing and Account Number): Money will be directly deposited into your contact's Eligible Transaction Account. You will also have the option to send the contact an email.

## What kind of payment accounts can I use with Popmoney?

You can use any Eligible Transaction Account. An "Eligible Transaction Account" is a transaction account from which your payments will be debited, your Popmoney Service fees will be automatically debited, or to which payments and credits to you will be credited. Today, you can send money from a direct deposit account (like a checking account or money market account). You can deposit money into a direct deposit account (like a checking account or money market account).

### **Can I use multiple Eligible Transaction Accounts to send money from?**

Yes, Popmoney supports the use of multiple payment accounts.

### **When will the recipient receive the funds?**

The timing to receive the funds depends on the type of account used to make the payment. The delivery speed will be displayed when you schedule the payment. It could take additional time if your contact has not used Popmoney or will have to log in and accept the payment.

If you are sending the payment notification through email and your contact wants to collect the funds into an Eligible Transaction Account, s/he must provide his/her Eligible Transaction Account information by 7 PM EST (10 PM Pacific Time) in order to receive the funds the next business day.

### **Are there any fees for using the Popmoney service?**

To learn more about the charges applicable to the Popmoney service, go to the “send money” page, type in the recipient’s name, and select the delivery speed. Next to the delivery speed, any applicable fees will be displayed. Click on the information icon for a more detailed description.

### **How will I know if someone sends me money using Popmoney?**

If the sender sends the money using your email address or mobile phone number, you will receive an email or text message with instructions on how to deposit the payment into your Eligible Transaction Account. If the sender uses your Eligible Transaction Account information, the money will be deposited directly into your Eligible Transaction Account. In that case, you will only receive a notification if the sender enters an optional message when submitting the payment.

### **How do I deposit a payment to my Eligible Transaction Account?**

You can set up automatic deposits to your account within the preference options of Popmoney. If you do not wish to set up automatic deposits, you will be able to select an account to deposit the funds from the overview tab.

### **When will the funds be available in my account?**

Your funds will be available as early as one business day from the date that you provide your Eligible Transaction Account information. You will receive a confirmation email when the credit is sent to your bank account, along with the date of the incoming deposit. Please check your financial institution's policy on funds availability.

### **What are the different ways I can request money from someone?**

At this time, requesting funds from an individual is not available.

### **Is Popmoney available outside of the United States?**

Currently, Popmoney is only available for use between Eligible Transaction Accounts and registered users residing in the United States.

### **Why do you verify my identity?**

We verify your information with a consumer credit reporting agency or via other verification methods for your security and protection. This verification process does not affect your credit report, your credit rating, or your credit worthiness. We use this process to verify the information you send to us. Please see the Privacy Policy for additional reasons we may use your personal information.

### **Why do you need my email address?**

We use your email address, date of birth, and phone number to send you messages that are relevant to your Popmoney service activity. For example, you may receive a message when you successfully sign up for Popmoney, change your password or address or if there is a problem processing a payment.

### **Why do I need to verify my email address and phone number?**

Verification of your email address and phone number is required for security reasons. Entering the correct verification codes ensures that you have access to the email address and phone number provided. You may also be asked to verify your phone number in the future in order to send and receive payments.

### **When will the funds be deducted from my account?**

Funds will be debited from your Eligible Transaction Account within 1 to 2 business days.

### **Why do I have limits on my payments?**

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.

### **Can I cancel my payment?**

Yes. You may cancel a payment any time before or on the send date, until the payment has begun processing. Your contact will be notified if you cancel a payment after the payment notification has been sent.

### **How will I know if someone sends me money using Popmoney?**

If the sender sends the money using your email address or mobile phone number, you will receive an email or text message with instructions on how to deposit the payment into your Eligible Transaction Account. If the sender uses your Eligible Transaction Account information, the money will be deposited directly into your Eligible Transaction Account. In that case, you will only receive a notification if the sender enters an optional message when submitting the payment.

### **Do I always have to deposit payments into the same account?**

No. You can select from your multiple Eligible Transaction Accounts at Associated Credit Union. For each payment you receive, you can choose which Eligible Transaction Account the money will be deposited into, as long as you've not deleted an account for automatic deposit.

### **Do payments sent to me expire?**

Yes. You have 10 days from the date you receive the payment notification to provide your Eligible Transaction Account information.

### **What happens when a payment to someone sent me expires?**

Please contact your sender to request another payment if you still wish to receive the funds.

### **Is there a cost for depositing a payment to my Eligible Transaction Account?**

There is no fee assessed by Associated Credit Union to receive and deposit a payment into your Eligible Transaction Account. Popmoney fees may apply for sending payments. Visit the [Fees Question](#) to learn more.

### **When will the funds be available in my account?**

Your funds will be available as early as one business day from the date that you provide your Eligible Transaction Account information. You will receive a confirmation email when the credit is sent to your bank account with the date the funds will be in your account.

### **Why am I asked to verify my mobile number to receive a payment sent to my email address?**

As a security precaution, the sender may have been asked to provide your mobile number when they scheduled a payment. In that case, you must verify access to this mobile number in order to confirm your identity and receive the funds.

### **If the sender has provided the wrong mobile number or I cannot receive text messages on my phone, what should I do?**

Do not attempt to deposit this payment! The funds will be returned to the sender if you are unable to verify access to your mobile phone. Instead, please ask the sender to edit the mobile number by clicking *Activity* and editing the transaction.

### **What if I forgot my username and password?**

For questions or issues regarding accessing your profile, please contact ACU's Online Banking department at (770) 448-8200 ext. 2402.

### **Someone sent me money, but entered the wrong email address or mobile number. How do I correct this?**

Please ask the sender to go to the Popmoney *Activity* page to cancel the transaction and re-send it using the correct email address or mobile number. If the transaction cannot be cancelled, please ask the sender to call Popmoney support at (877) 675-6378.

### **Who can I call if I have questions?**

For any additional questions or issues, please contact ACU's Online Banking department at (770) 448-8200 ext. 2402.

### **What are the hours of service for member support?**

Our customer support hours are from 8 a.m. to 6 p.m. ET on Monday, Tuesday, Thursday, and Friday. On Wednesday, the hours are from 9 a.m. to 6 p.m. ET. On Saturday, the hours are from 8:30 a.m. to 12:30 p.m. ET.

### **Is the Popmoney service secure?**

For details, see the Security page.

### **How will my personal information be used?**

No, you will not receive spam from Popmoney once a profile is created.

### **Will I receive text spam from Popmoney.com if I create a profile?**

For information on how your personal information may be used, please see the Privacy Policy and Terms.

### **Will my personal information be shared with the people I send money to?**

In order to process your transactions, we may share a small amount of personal information about you with the receiver identified in your payment instructions, including your name, email address, telephone number and anything you type into the message field. However, the Popmoney personal payment service Terms of Use requires a person who receives information about another person through the service to keep the information confidential and only use it in connection with the service. For more information about how your personal information may be used, please see the Privacy Policy and Terms of Use.