

Send Money with Zelle®

Overview

We have partnered with *Zelle*, a great way for Members to send money to almost any U.S. financial institution account using the recipient's email address or U.S. mobile phone number.

General Zelle FAQs

1. Q: What is Zelle?

A: *Zelle* is a great way for Members to send money directly between almost any U.S. financial institution accounts—typically within minutes.¹ With just an email address or U.S. mobile phone number, Members will be able to quickly, safely and easily be able to send money to non-Members—regardless of where they bank.²

2. Q: Why did we choose to partner with Zelle?

A: *Zelle* allows our Members to send money within minutes,¹ allowing Members the convenience of quickly sending money to non-Members in a variety of scenarios—from urgent expenses, to rent payments, or even to split the cost of dinner.³

3. Q: Does this replace Member-to-Member Transfers?

A: No. Please use *Zelle* only when sending to or receiving money from non-Members.

4. Q: Will all Members be eligible to use Zelle?

A: No. Members are eligible to use *Zelle* if they are in good standing, at least 18 years of age and have a checking account.

5. Q: Will a joint signer on my account be able to use Zelle in their name?

A: No. *Zelle* will link to the primary Member's name, email address or U.S. mobile phone number only.

6. Q: Is there a fee for me to use this service?

A: No, SchoolsFirst FCU will not charge you any fees to use *Zelle*. (Messaging and data rates may apply on certain mobile devices.)

¹ Transactions typically occur in minutes when the recipient's email address or U.S. mobile number is already enrolled with *Zelle*.

² Must have a bank account in the U.S. to use *Zelle*.

³ In order to send payment requests or split payment requests to a U.S. mobile number, the mobile number must already be enrolled with *Zelle*.

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7. Q: Will I be able to use this service in both Online and Mobile Banking?

A: Currently it is only available in our Mobile Banking app.

8. Q: Will I need to download a *Zelle* app to send money?

A: No. *Zelle* is integrated into our SchoolsFirst FCU Mobile Banking app.

Getting Started

9. Q: How do I get started?

A: It's easy—*Zelle* is already available within our Mobile Banking App. Enroll with *Zelle* through our Mobile Banking app in just a few simple steps. After logging in, tap "Pay & Transfer," then tap the three dot menu in the top-right corner of your screen. Select "Send Money with *Zelle*®" and accept the terms and conditions.

10. Q: Can I start sending money right away?

A: You can send as soon as you enroll, but to ensure your first payment and all subsequent payments can be sent within minutes:

- Wait three hours before scheduling your very first payment to allow your enrollment information to process;
- Ensure the checking account you enroll with is tied to a debit card; and
- Ask your recipient to enroll with *Zelle* before you send them money. This will save them some time, and they will be able to receive your payment typically in minutes.¹

11. Q: What if I already enrolled with *Zelle* for an account at my other financial institution, and used the same U.S. mobile phone number or email address I have on file with SchoolsFirst FCU?

A: You can enroll with *Zelle* at multiple financial institutions, but a different U.S. mobile phone number or email address must be used for each one to receive money. Your email address or U.S. mobile phone number can only be enrolled with *Zelle* for one financial institution at a time.

12. Q: I already enrolled my U.S. mobile number/email address with *Zelle* at another financial institution or with the *Zelle* app, but I want to use my SchoolsFirst FCU account for *Zelle* payments instead. How do I move my mobile number/email address?

A: You can move your information using our Mobile Banking app, or you may call us at 800.462.8328 and we will help you move your U.S. mobile number/email address to use *Zelle* with your SchoolsFirst FCU account.

13. Q: Do I have to use the email address/U.S. mobile numbers associated with my SchoolsFirst FCU Membership to send and receive money through *Zelle*?

A: The email address and U.S. mobile phone number on file will automatically be linked with *Zelle* unless they have already been used with another *Zelle* enrollment at another financial institution. If you do not want to use this information with *Zelle*, do not verify your email address and/or U.S. mobile phone number. You will need to verify at least one U.S. mobile phone number or one email address to send and receive money. You always have the option to add an additional email and/or U.S. mobile phone number.

14. Q: Someone sent me money with Zelle, how do I receive it?

A: If you have already enrolled with *Zelle*, you do not need to take any further action. The money will move directly into your SchoolsFirst FCU account, typically within minutes.¹

If you have not yet enrolled with *Zelle*, follow these steps:

Click on the link provided in the payment notification you received via email or text message.

Select SchoolsFirst FCU. Follow the instructions provided on the page to enroll and receive your

payment. Pay attention to the email address or U.S. mobile number where you received the

payment notification - you should enroll with *Zelle* using that email address or U.S. mobile number to ensure you receive your money.

15. Q: Does the person I'm sending money to need to enroll with Zelle?

A: Yes. If you send money to a recipient who is not already a *Zelle* user, they will need to enroll in order to receive the money you sent them.

Using Zelle

16. Q: What types of payments can I send using Zelle? Can I use Zelle to buy or sell merchandise?

A: *Zelle* is designed for payments between friends and people who know and trust one another.

Please do not use *Zelle* to transact with people you don't know, especially if the payment involves the purchase or sale of goods. Please treat *Zelle* payments like cash.

Neither SchoolsFirst FCU nor Zelle does not offer a protection program for any authorized payments made with Zelle – for example, if you do not receive the item you paid for or the item is not as described or as you expected.

17. Q: Can you give me some examples of how I should be using Zelle?

A: Of course! Pay your friend for babysitting. Split the cost of lunch with your friends. Ask your sister to pay you back for that sweater she ruined. Send money to your college kid for books. Pay your carpool buddy for gas. The possibilities are endless!

***Zelle* is a convenient way to pay friends, family and others you trust. It is not intended to be used to purchase items, concert tickets, services, etc. from people you do not know.**

18. Q: How long will it take for money I send to reach the recipient?

A: Money sent with *Zelle* is typically available to an enrolled recipient within minutes.¹

If you send money to someone who isn't enrolled with *Zelle*, they will receive a notification prompting them to enroll. After enrollment, the money will move directly to your recipient's account, typically within minutes.¹

If your payment is pending, we recommend confirming that the person you sent money to has enrolled with *Zelle* and that you entered the correct email address or U.S. mobile phone number.

If you're waiting to receive money, you should check to see if you've received a payment notification via email or text message. If you haven't received a payment notification, we recommend following up with the sender to confirm they entered the correct email address or U.S. mobile phone number.

19. Q: Is my information safe?

A: When sending money with *Zelle* in the SchoolsFirst FCU Mobile Banking app, your account is protected with all of the same security standards our Mobile Banking app offers. In addition, you'll be sending and receiving money without sharing your sensitive account information with other people.

20. Q: How will the person I send money to be notified?

A: The recipient will receive a notification via text or email. If they aren't already an enrolled user, the notification will include instructions for how to enroll with *Zelle*.

21. Q: Can *Zelle* be used to send money internationally?

A: To use *Zelle*, the recipient must be able to receive money into a U.S. financial institution account.

22. Q: Are there limits to sending money?

A: Yes. When using sending money through the SchoolsFirst FCU Mobile Banking app:

- a. **Daily *Zelle* limits ("typically in minutes"¹):** \$2,000
- b. **Daily non-*Zelle* Standard speed (2-3 days):** \$500
- c. **Monthly sending limits:** \$5,000 or 30 payments, whichever is reached first

23. Q: Is there a minimum amount to send?

A: Yes, there is a \$5 minimum per payment sent, requested or split. There is no minimum to receive payments.

24. Q: Is there a limit to how many payments I can receive from other *Zelle* users?

A: There is no limit as to how many payments a Member can receive.

25. Q: Can I use *Zelle* to send money to other SchoolsFirst FCU Members?

A: To send money to another SchoolsFirst FCU Member, please continue to use the Member-to-Member transfer feature in Online and Mobile Banking. Within our mobile experience, *Zelle* is intended for sending money to an account at an outside financial institution and has daily and monthly limits set by SchoolsFirst FCU; Member-to-Member transfers do not have those same limits.

26. Q: Can I set up recurring payments?

A: Yes. Our Members can schedule payments to be sent monthly, bimonthly, weekly, or biweekly through the SchoolsFirst FCU Mobile Banking app.

27. Q: Will my overdraft protection options apply?

A: To send money using *Zelle* through our Mobile Banking app, your account must have sufficient funds to cover the total amount. Overdraft protection would only apply if you schedule a future-dated/recurring payment and there are insufficient funds in your account on the date the payment is posted.

28. Q: When I send money, what information will the recipient be able to see?

A: The recipient will be able to see your first and last name, the amount you sent them, and a note if you entered one.

29. Q: Can I cancel a payment?

A: You can only cancel a payment if the recipient hasn't enrolled. If the payment is still pending, you can go to your activity page, choose the payment you want to cancel, and then select "Cancel This Payment." If your recipient has already enrolled with *Zelle*, the money is sent directly to your recipient's account and cannot be canceled.

30. Q: What if I send money to the wrong recipient?

A: If you send money to the wrong recipient, we recommend contacting the recipient and requesting the money back. If you are unable to get your money back, please contact us at 800.462.8328 so we can help.

31. Q: Am I able to reject a payment request?

A: Yes. You are able to ignore or reject any payment or split request.

32. Q: Can I pay a small business with *Zelle*?

A: Some small businesses are able to receive payments with *Zelle*. Ask your favorite small business if they accept payments with *Zelle*. If they do, you can pay them directly from your mobile app using just their email address or U.S. mobile number.

Neither SchoolsFirst FCU nor *Zelle* offers a protection program for any authorized payments made with *Zelle*, so you should only send money to people (and small businesses) you trust. Also, ensure you've used the correct email address or U.S. mobile number when sending money.