

Funds Transfer Service Frequently Asked Questions

Popmoney and Move Money

1. What is the purpose of this service?

The purpose of these services is to conveniently move money between your accounts at other financial institutions or to pay other people electronically. The money can move as quickly as the next day using the expedited delivery option for \$5.00, or in three days using the standard delivery option for \$1.00.

- a. Popmoney is a great way to pay other people quickly without needing to write a check or to add a person in Payment Partner, Atlantic Stewardship Bank's bill payment service. Simply use the recipient's cell phone number, email address, or routing and bank account information to send the money.
- b. Moving your own money is just as quick! Simply enter in your account details from other financial institutions using the Move Money option and send money as soon as that day.

2. How do I register for the Popmoney or Move Money to make transfer to other people or to other accounts I have at different financial institutions?

Registration for these services is quick and simple. Just log into your online banking using a computer and click on the tab to "Move Money." From there select "Funds Transfer." Decide if you are looking to move money between your own accounts or to another person. Each option will have you confirm your identity by entering personal information in order to register for the service.

- a. To move your own money to your own account at another financial institution, click "Transfer between My Accounts." Follow the prompts within the services.
- b. To pay another person, click "Pay Other People." Follow the prompts within the service.

3. Are these services available on the App on my Mobile Device?

- a. At this time, we have the ability to use the Popmoney service from your App on the iPhone. We look to enabling this service on other devices in the future.

4. If I start using Popmoney on my iPhone App, do I have access to all of the contacts I set up on the computer in online banking?

- a. Yes, you have access to the contact you set up on the computer in online banking.

- b. Additionally, you can send money to any of the contacts that are in your iPhone.
 - i. If using this option, be sure to select only cell phone numbers as a way to send another person money. You **cannot** send money to a land line.
 - ii. Paying other people is only available in the form of a text, email or by directly inputting that persons account information from their bank.
5. **What happens if I accidently send money to a landline and not a cell phone number?**
- a. There are two ways to reverse this transaction.
 - i. One: Place a stop payment on the transaction from your computer in online banking. Fees apply.
 - ii. Two: Wait 10 business days and the funds will be credited back to your account automatically because the other person cannot claim the money.