



Popmoney® Personal Payment Service Q & A

What is the Popmoney® Personal Payment Service?

- Popmoney personal payment service allows you to send money to anyone, using only their name and e-mail address or mobile number. The money is sent from your payment account to their account.

What are the advantages of using Popmoney to send money?

- It's ideal for sending money to friends, family members, or anyone you know.
- All you need is their e-mail address or mobile number.
- It's fast – money is usually received in one business day.

Are there requirements to use Popmoney?

- Yes, you must be enrolled in Bill Pay to access Popmoney.

How much does Popmoney cost?

- The service is free, but you are charged a fee each time you send money. Please see a fee schedule for more details on cost.
- There are no fees for receiving money.

How do I send money with Popmoney?

- To send money to a person, simply enter their email address or mobile number, and the amount you want to send.
- Or, if you've sent money previously, just select the person's name from your send list and enter an amount.

How does the person receive money?

- If the person you're sending money to is not registered with Popmoney, they will receive an email invitation to use the service and to claim the money.
- Their financial institution does not have to offer Popmoney to receive and deposit money into their account.

How do I know they claimed the money sent?

- You can track recent and pending transactions through your history.
- Click "Activity" to track money you've sent or received. You can also see any pending transactions.



How secure is Popmoney?

- Popmoney uses multiple layers of security to protect your information.
- Unique user name and passwords. As long as you don't share your user name and password with anyone, no one can sign into Popmoney as you.
- SSL (secure sockets layer) ensures that your connection and information are secure from outside inspection.
- 128-bit encryption makes your information unreadable as it passes over the Internet.

Additional Features

- Choose an E-Greeting card to send with your payment to make it extra special.
- Easily import contacts from popular Internet email providers, or manually create your own contact list.
- Use Popmoney to request payment and have it deposited directly to your choice of checking or savings accounts.