

## Popmoney® FAQs

### What is Popmoney?

Popmoney is an easy, fast and secure online personal payment service that lets you send, request and receive money directly to and from your Mission Fed account.

### How does the service work?

You can send money using only the recipient's email address, mobile number or bank account. First, you will be prompted to enter basic information:

- Add a contact
- Dollar amount
- Desired date to send the payment

Once you confirm the payment transaction, an email notification will be sent to the **recipient** with instructions on how to accept the payment.

### Do I have to be enrolled in Online Bill Pay to access Popmoney?

Yes, once you are enrolled in Bill Pay, you will see a Popmoney tab to use the service.

### Are there daily / monthly dollar limits for sending payments via Popmoney?

Yes, Popmoney displays the individual daily and monthly limit information for you.

### Is there a minimum payment amount?

Yes, \$5.00 is the minimum payment.

### Is there a fee?

No, Popmoney is a free service.

### How much time does the recipient have to accept the payment?

The recipient has 10 calendar days to collect the payment. Email reminders are sent on the 3<sup>rd</sup> and 7<sup>th</sup> days.

### What if a payment is unclaimed?

If the payment is still unclaimed by the recipient at the end of the 10<sup>th</sup> day, you, as the sender, will receive a refund within 2 business days for the payment.

### What are the processing cutoff times?

All Popmoney payments will be processed as next day payments when they are sent to an email address, mobile number or to a receiver who has automatic deposit enabled, provided that the payments are scheduled prior to 7:00pm PST (Pacific Standard Time).

### How do payments process?

Payments will debit your account on the scheduled Send Date, and the credit will appear in the recipient's account in 1-2 business days after accepting the payment.

**What if there are insufficient funds on the Send Date?**

If a payment is returned due to insufficient funds, a second attempt to debit the account will occur. If the payment is returned a second time, Popmoney and Online Bill Pay will be frozen, and you will receive instructions to call Popmoney at 855.237.7247.

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