

Send Money FAQ

Q: What's happening?

A: We're upgrading our current Bill Pay, External Transfer, and PopMoney features and moving them to one convenient location!

This improved Payments Solution is coming to Online and Mobile Banking on **September 21, 2020**, introducing a smarter payment experience with enhanced features.

Improved Ways to Send Money:

- » Enjoy an easier, more simplistic design that lets you pay your bills when and how you want to!
- » Easily transfer money between your Pen Air Account and outside financial institutions, fee-free!
- » Make fast and free payments to people you know through Online Banking or our Mobile App. Splitting the check at a restaurant? Need to pay your sitter? Send them money directly, fee-free. No need for other apps!

PAY BILLS

Q: Will my current Bill Pay information transfer to the upgraded service?

A: Yes, all current bill pay data will transfer to the upgraded service, including your pending and reoccurring payments, payee information, and payment history. You may also download your history prior to the conversion if you would like to have a copy for your records.

Q: How will I know if I need to make updates to Bill Pay?

A: Some payees may need additional information to complete a payment. If any payees are highlighted with yellow and tagged with "update biller," we will need additional or updated information on this payee. Simply use your monthly statement or invoice from this payee to complete the necessary information.

Q: How will access Bill Pay after the upgrade?

A: Bill Pay will be available as part of the Send Money menu option. Visual images will be communicated in the coming weeks.

Q: What about my eBills?

A: Your eBills will not be available in the new Payments Solution initially but will be reintroduced at a future date.

- » eBills will not be available to view, add, set-up, or deliver starting September 11, 2020.
- » Automatic and recurring payments scheduled using eBills will continue to process as is through September 18, 2020.

PAY A PERSON & TRANSFER MONEY

Q: Will my current accounts and automatic transfers, set-up through External Transfer and PopMoney, convert over to the upgraded service?

A: No, for security purposes all current External Transfer and PopMoney users will need to re-enroll their external accounts and payments to other people inside the upgraded service when it becomes available.

The new services will be available under the "Send Money" tab, listed as "Transfer Money" and "Pay a Person". The Transfer Money service will allow you to set-up your external accounts for future transfers. The Pay a Person service will allow you to send money to an individual by providing their cell phone number or email address.

Q. Can I download my history for my External Transfer and PopMoney activity prior to the upgrade?

A: Yes! You can download your history from either of these services between now and 5:00pm CT September 17, 2020. Navigate to:

- » External Transfers>Activity>Download
- » PopMoney>Activity>Download

Q: Will I still be able to Transfer money to other people in the new system?

A: Yes! The feature used to send money to another person is being upgraded in the new Payments Solution. You will be able to send money (fee-free) to anyone with a bank account in the United States. This feature will be known as "Pay a Person" under the Send Money menu starting on September 21, 2020

Q: Will I still be able to transfer money to other financial institutions in the upgraded service?

A: Yes! The feature used to transfer money to outside financial institutions is being upgraded in the new Payments Solution. You can set up account transfers instantly by providing your bank credentials when prompted inside Online or Mobile Banking. This feature will be known as "Transfer Money" under the Send Money menu starting on September 21, 2020

MISCELLANEOUS

Q: Can I edit a payment or transfer once it has been scheduled?

A: Yes! You can cancel or make changes to your pending payments or transfers up until 3:00pm CT on the scheduled send date.

Q: How long will it take for my payment to reach its recipient?

A: Electronic payments scheduled by 3:00pm CT should arrive the next business day. Times for the Transfer Money and Pay a Person services may vary based on account verification and/or available recipient information. If a check is mailed for Bill Pay, it should arrive 5-7 days after the send date.

Q: When will my payments be deducted from my account?

A: Electronic payments are deducted from the account on the payment send date. Checks will be deducted from your account once the payee processes the check and it clears your account.

Q: Can I set up alerts/notifications?

A: Yes! You can setup alerts and notifications to receive updates on your payment status. All you need is a valid email address and mobile phone number listed within Online and Mobile Banking to ensure your alerts are delivered to the right place.

Q: Does the system upgrade affect payments that I currently have set-up or scheduled directly with a payee?

A: No, the upgrade only affects payments that you initiate through the Pen Air Bill Pay service. Payments set up directly with a vendor that initiates a debit to your account will continue as is.