

Frequently Asked Questions

What is Popmoney?

Popmoney is an innovative personal payment service offered by leading financial institutions that eliminates the hassles of checks and cash. Now, sending and receiving money is as easy as emailing and texting. And you don't need a new account to send or receive money. Just use your current bank/financial institution account.

How does Popmoney work?

Sending Money

To send money, log in to your online banking account and look for Popmoney. Send money to anyone using their email address or account information. You will be notified when the transaction is completed.

Receiving Money

When someone sends money to you, you will receive an email or text message. If your financial institution offers Popmoney, you can log in to your account and direct the funds there. If your financial institution does not offer Popmoney, you can provide your account information at Popmoney.com, and your money will be sent to that account.

If you do not provide your account information, the payment will be automatically returned to the sender's account.

Money sent directly to an account will be automatically deposited. No action is required by the recipient.

What can I use Popmoney for?

Popmoney is easy and convenient for you and the people you send money to. They can simply receive the money into their bank account online.

The following are just a few of the convenient ways that you can use Popmoney:

- Send money to your child at college
- Send a gift to family and friends
- Reimburse friends for that fun outing
- Pay your babysitter or your lawn care service
- Pay rent to your landlord or roommates

Will my account information be shared with the recipient?

No, your account information will not be shared with the recipient. The recipient will only see your first name, last name, and the message you wrote for the payment. When you send a payment to an email address, the recipient will also see your email address. Similarly, you will not be able to see the recipient's account information.

What are the different ways I can send money to someone?

You can send money to someone using their email address, mobile number or account information:

Email address: your contact will receive an email with instructions on how to direct the payment into his or her account.

Mobile number: a text message will be sent to the recipient on your behalf with instructions on how to direct the payment into his or her account. You may want to tell your contact that standard message and data rates may apply.

Account information (routing and account number): the money will be deposited directly into your contact's account. You will also have the option to send an email to your contact.

When will the recipient receive the funds?

This depends on the delivery option selected by the sender. If the sender has selected 3-Day or Standard delivery then the recipient will receive the funds 3 business days after accepting the payment. If the sender has selected Next Day or Express delivery then the recipient will receive the funds 1 business days after accepting the payment.

If the sender does not have an option to select a delivery speed, funds will normally be available to the recipient on the next business day if you are sending money to someone who has used Popmoney and has selected the Automatic Deposit option. Funds will also be available on the next business day if you have provided your contact's account information.

In some cases, like when you have exceeded payment limits, the funds will be available in three business days.

For more questions, please visit www.popmoney.com/help.html.