

## P2P (Person-to-Person) FAQ

### What is a P2P transfer?

With **It'sMe247** Bill Pay enrollment, a member can access our person-to-person (P2P) transfer service. P2P allows you to send money securely to another person electronically without additional logins and passwords. The member would choose to send a secure link in an email or text message.

The email will be delivered from the following address: [no-reply@payveris.com](mailto:no-reply@payveris.com).

The P2P text message will be delivered from the following phone number: 860-724-2029.

### What is the transaction limit for a P2P transfer?

If you've been a member longer than 30 days, the maximum transfer amount is \$1,500.00. If you became a member within in the last 30 days, the maximum transfer amount is \$500.00. The minimum transfer amount is \$5.00.

### When will the recipient receive the funds?

The email or text message is sent immediately after a member submits a P2P payment. Once the recipient completes the secured login requirements, the money will be deposited into the recipient's account in one to two business days.

### When will the funds be withdrawn from my account?

P2P payments are processed after 4:00pm CST on the day the recipient accepts the transfer. The funds are not held or withdrawn from the member's account until the recipient accepts the transfer. If the recipient accepts the funds after 4:00pm CST, the funds will be withdrawn the next business day.

### How long does the recipient have to accept my transfer?

The recipient must accept the transaction within 10 days. They will receive a reminder at the five calendar day mark. Failure to accept the transaction within the 10 day window will result in an unsuccessful transaction attempt, and another P2P transfer will need to be created.

### What if the recipient enters incorrect information?

Verification of submitted information will be completed to ensure the routing number provided is valid; however, the system cannot confirm if the recipient enters an invalid account number.

The recipient has three attempts to accurately answer the security question that they need to answer in order to receive the funds. Once they have reached the maximum number of attempts, the transaction will be updated as failed, and another P2P transfer will need to be created.

### Am I able to send funds internationally?

No. The recipient's financial institution must be a United States financial institution.

### May I send funds from my business to an individual?

No. Organizational accounts do not have access to P2P and cannot initiate P2P transfers.

### Do I have to enroll in Bill Pay to use this service?

Yes. The service is only available to those enrolled. Bill Pay is a free service as long as at least one bill is paid via **It'sMe247** Bill Pay per calendar month. If a bill is not paid, a fee of \$5.95 will be assessed at the end of the month. A P2P transfer does satisfy this requirement.

### Am I able to save recipients to send payments to in the future?

Yes, previous recipients will be available for repeat use.

## HOW TO MAKE A P2P TRANSFER

1. Select the *Pay Anyone* button from the *Pay & Transfer* drop-down menu once logged in to **It'sMe247** Online Banking (you must also be enrolled in Bill Pay).



2. Enter the information needed to send funds to the recipient. Under *Send Method* select either *Email* (as shown below, on left) or *Text Message* (as shown below, on right). Required information will be determined by this selection.
3. The *Question and Answer* section includes a space for you to enter a security question and its answer. The question is sent to the recipient in the text or email. For security purposes you must relay the answer yourself in a separate communication or select a question/answer that they will know the response to.

NOTE: The security question answer is not case sensitive.

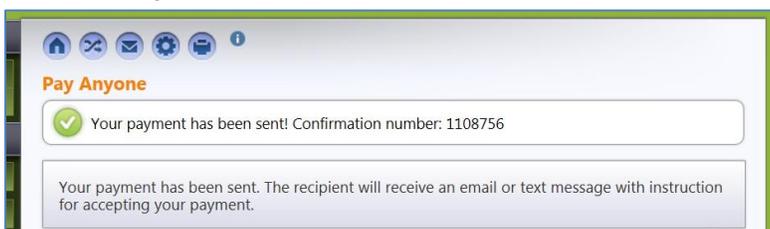
This screenshot shows the 'Pay Anyone' form for sending a text message. It includes fields for 'Pay' (New Recipient), 'Name', 'Send method' (set to Email), 'Email', 'Amount', and 'From account'. There is also a section for 'Question & Answer' with fields for 'Question' and 'Answer', and an 'Optional message for recipient' dropdown.

Text Message

This screenshot shows the 'Pay Anyone' form for sending an email. It includes fields for 'Pay' (New Recipient), 'Name' (Beth Babysitter), 'Send method' (set to Mobile Phone), 'Phone' (616 555 5555), 'Amount' (40.00), and 'From account'. There is also a section for 'Question & Answer' with fields for 'Question' (What is our special code?), 'Answer' (Bunny9999), and an 'Optional message for recipient' dropdown.

E-Mail

4. Once you completed the information, click the *Send Payment* button.
5. You will receive a confirmation that the payment has been sent and the recipient will receive a message with instructions. You will also receive a confirmation email and a bill pay notification.



## MOBILE WEB BANKING – PAY ANYONE (P2P)

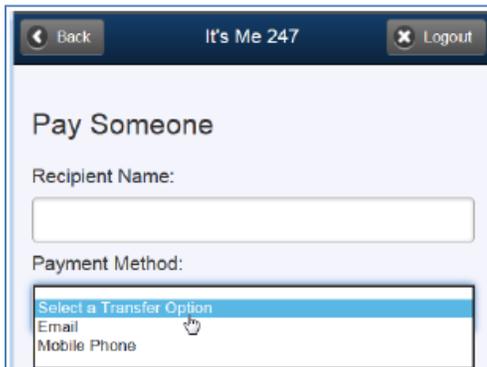
Following are the screens the member uses to make a P2P payment in mobile web banking.



1. Choose **Pay & Transfer** from the main menu, then **Pay Anyone**.



2. Choose **Pay Someone**.



3. Enter the information needed to send funds to the recipient. Under *Payment Method* select either *Email* or *Mobile Phone* (for text). Required information will be determined by this selection.



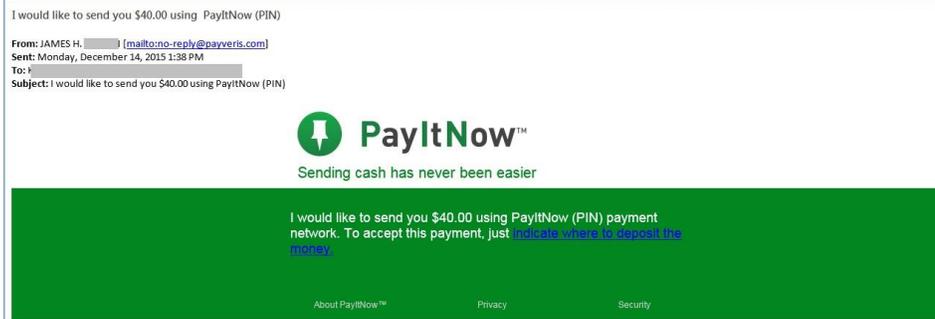
4. Enter the payment amount and an optional message to the recipient. The Question and Answer section includes a space for you to enter a security question and its answer. The question is sent to the recipient in the text or email. For security purposes you must relay the answer yourself in a separate communication or select a question/answer that they will know the response to.

NOTE: The security question answer is not case sensitive.

## COLLECTION OF THE FUNDS BY THE RECIPIENT

Below is an example of the email that the recipient receives once the payment is sent. The email includes the amount of the payment and provides a link to accept the payment.

1. The recipient receives an email/text message which shows who sent the payment and payment amount.



2. The recipient clicks on the link provided to access the secure website. This page will show the message that you entered when setting up the payment.
3. The recipient will enter their email address (or cell phone number) and the answer to the special security question answer (that you have provided separately).  
NOTE: The recipient has three attempts to accurately answer the security question. Once they have reached the maximum number of attempts, the transaction will be updated as failed and another P2P transfer will need to be created.

 **PayItNow™**    Sending cash has never been easier.

Welcome, Beth Babysitter.

JAMES H. [redacted] wants to send you \$40.00 through PIN with the following message: "Thank you very much!"

Please answer the following security questions to accept this payment:

**What is your email address?**

Provide the email address that received the notification about this payment.

**What is our special code?**

Contact JAMES H. BROWN if you're unsure of the answer.

4. The recipient will enter his or her account number and routing number and click the *Finish* button.

 **PayItNow™**    Sending cash has never been easier.

You've answered the security questions correctly, now we just need to know where to send the money.

Routing #

Account #

Retype Account #

Use the same account information for future payments

Your Name  
100 Great Meadow Rd.  
Weatherfield, CT 06123    DATE  100

PAY TO THE ORDER OF  \$

DOLLARS

 2345678910     00016502211     100

**Routing Number**    **Account Number**

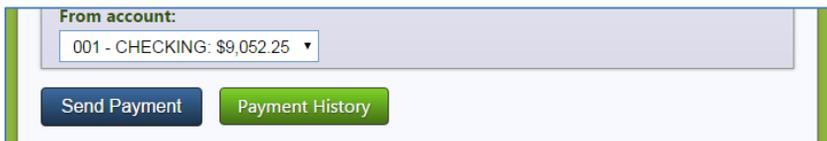
## IMPORTANT REMINDERS:

- The financial institution that the recipient uses must be a United States financial institution.
- The recipient should not enter any dashes in the account number field
- Verification of submitted information will be completed to ensure the routing number provided is valid; however, the system cannot confirm if the recipient enters an invalid account number.
- The recipient will receive the payment within one to two business days. The funds are not withdrawn from the member's account until the recipient collects the payment.

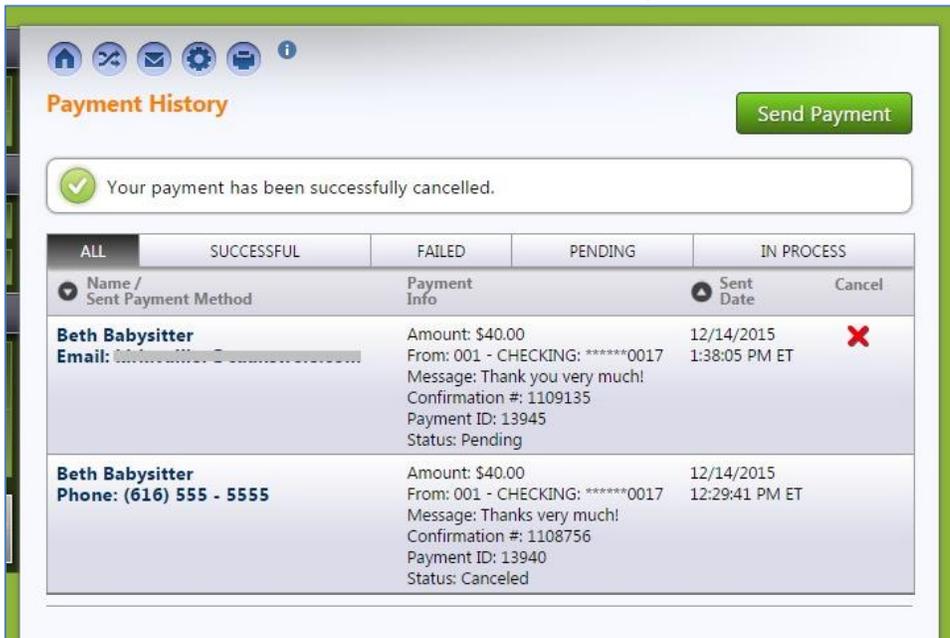
## CANCEL A P2P TRANSFER

As long as the recipient has not yet collected on the P2P payment, the payment can be cancelled.

1. If the recipient does not collect on the payment in ten days, the payment is automatically cancelled and notifications will be sent.
2. To cancel a payment prior to collection, navigate to the Payment History section by clicking the *Payment History* button.



3. Click the red X next to the P2P transfer you wish to cancel.  
NOTE: At this point the recipient has already been sent a message.
4. Then click the *Confirm cancel payment* button.
5. The status of payment will become Canceled (as shown in second payment below).



6. The member will receive a notification confirming that the payment has been cancelled.
7. The recipient then receives an email similar to the one shown below. If you chose to send funds via text message, the recipient will receive a text message.