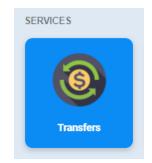
# Transfers Guide-TCU Mobile and Online Banking

#### Updated October 5, 2022

This Transfers Guide provides step-by-step instruction for the Transfers Tile found on the Home Screen of TCU Mobile and Online Banking. The functionality outlined in this document includes: the **Transfers Landing Screen**, **Adding Transfer Accounts**, **Transfer Initiation**, **Alerts**, **Transfer List**, **Transfer Details**, and **Searching Transfers**. Easily access all of these functions by clicking on the Transfers Tile (shown below).



### **Transfers Landing Screen**

Clicking the Transfers Tile directs you to the Transfers Landing Screen. This screen allows you to view summary information of historical and future-scheduled transfers, add additional transfer accounts, and initiate a new transfer. You can also view a sequential list of transfers and edit scheduled transfers.

| Transfers                           |  |          | ACCOU |
|-------------------------------------|--|----------|-------|
|                                     |  | TRANSFER |       |
| OTAL SCHEDULED NEXT 30 DA           | ws                                       |          |       |
| + <b>\$0.</b> 00                    |  |          |       |
| You've transferred \$32.25 in the p | oast 30 days                             |          |       |
|                                     |  |          |       |
|                                     | FEB 28, 2022                             | ٩        |       |
|                                     | John Smith Savings                       | \$5.00   |       |
|                                     | PERFORMANCE CHECKING<br>test3 - 02-28    | \$5.00   |       |
|                                     | PERFORMANCE CHECKING<br>Test2- 02-26     | \$5.00   |       |
|                                     | John Smith Savings                       | \$5.00   |       |
|                                     | FEB 24, 2022                             |          |       |
|                                     | PRIMARY SHARE<br>From Checking *****91.8 | \$1.00   |       |
|                                     | FEB 18, 2022                             |          |       |

## Adding Additional Transfer Accounts

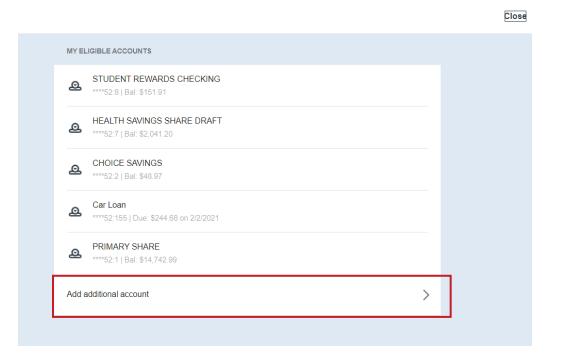
Add accounts belonging to another TCU Member or your external accounts at other financial institutions to utilize in Transfers.

#### To add an Additional Account

1. On the Transfers Screen, click the +Account button

| BACK TO DASHBOARD                             |          |
|---|----------|
| Transfers                                     | +ACCOUNT |
|   | TRANSFER |
| TOTAL SCHEDULED NEXT 30 DAYS                  |          |
| + \$0.00                                      |          |
| You've transferred \$0.00 in the past 30 days |          |
|   |          |

2. The Accounts Screen displays. Click **Add additional account** to add an external account. (Or clicking **Close** returns you to the Transfers Screen)



3. Next, click Add a My CU Member to add a TCU Member account or Add an External Account to add an account from another financial institution

| Add Accou |                                       |   |  |
|-----------|---------------------------------------|---|--|
|           | SELECT ADDITIONAL ACCOUNT TYPE TO ADD |   |  |
|           | Add a TCU Member                      | > |  |
|           | Add an External Account               | > |  |

To Add a TCU Member Account:

a. Click Add a My CU Member. The Member-to-Member Transfer Screen displays

| ら My CU Member |   | Close |
|----------------|---|-------|
|                | Member to Member Transfer                         |       |
|                | MEMBER NUMBER                                     |       |
|                | Member #  |       |
|                | ACCOUNT SUFFIX OR ACCOUNT NUMBER                  |       |
|                | Digits following colon, ex. 1234:XXX              |       |
|                | FIRST 3 LETTERS OF THE LAST NAME OR BUSINESS NAME |       |
|                |   |       |
|                | VERIFY MEMBER                                     |       |
|                |   |       |

b. Enter the following information:

| MemberNumber                             | Enter the Member Number associated with the account to add.  |
|--|--|
| Account Suffix or<br>Account/Loan Number | Enter the Acct Suffix associated with the account. This is<br>the number following the colon and may be 1, 2 or 3 digits<br>depending on the type of account. (Digits following colon,<br>i.e., 1234:x) In this example, the x would be the account<br>suffix. |

**First 3 Letters of Last Name** Enter the first 3 letters of the Member's last name, or the first 3 letters of the business name

b. Once all fields are complete, click the Verify Member button



After clicking Verify Member, a "Searching" message displays while the information is validated. An error message displays if you attempt to add your own account or if invalid Member information is entered. Clicking "Try Again" returns you to the previous screen to re-enter information.

c. If valid information is returned, a success message displays

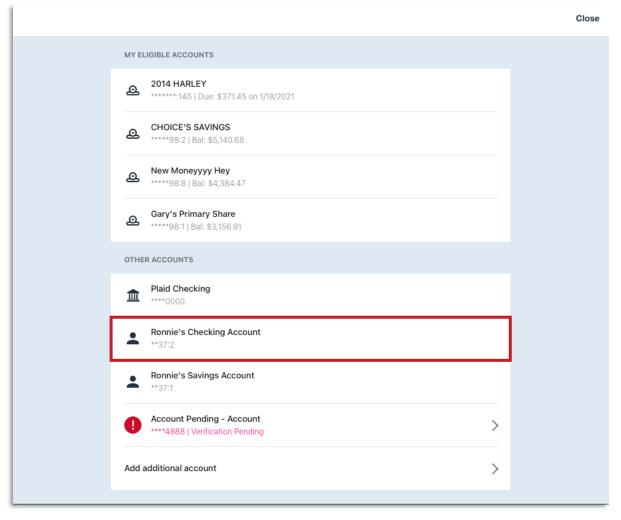
| ら Add Account |                         |   | Close |
|---------------|-------------------------|---|-------|
|               | My CU Member Found      |   |       |
|               | NICKNAME (DISPLAY NAME) |   |       |
|               | RONNIE BURRIS CHECKING  | 0 |       |
|               | SAVE                    |   |       |
|               | SAVE                    |   |       |
|               |                         |   |       |

**d.** To edit the Account Nickname, click the 💿 icon to clear all text, or click into the field and begin typing

| ら Add Account |                           | Close |
|---------------|---------------------------|-------|
|               | My CU Member Found        |       |
|               | NICKNAME (DISPLAY NAME)   |       |
|               | Ronnie's Checking Account |       |
|               | SAVE                      |       |
|               |                           |       |

e. Click Save to proceed

f. The external Member account now displays on the Accounts List under Other Accounts





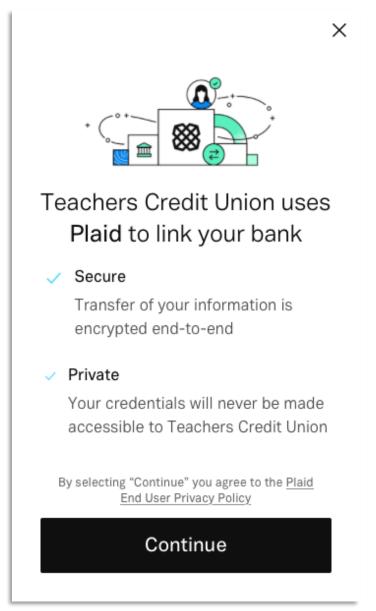
External accounts will display masked account information and will not display any balance information.

To Add an Account from Another Institution by Login Credentials:

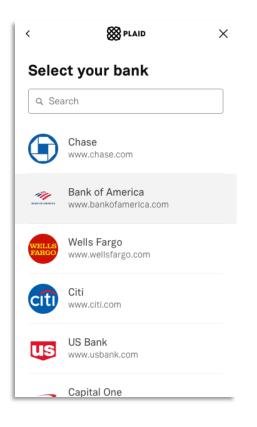
- a. On the Transfers Screen, click +Account
- b. Click Add additional account under Other Accounts
- c. On the next screen, click Add an External Account

| Add Accoun | t                                     |   |  |
|------------|---------------------------------------|---|--|
|            | SELECT ADDITIONAL ACCOUNT TYPE TO ADD |   |  |
|            | Add a TCU Member                      | > |  |
|            | Add an External Account               | > |  |

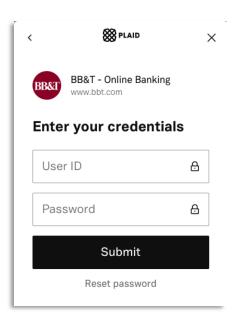
d. Review the disclosure information, then click  $\ensuremath{\textit{Continue}}$  to proceed, or click the X to exit.



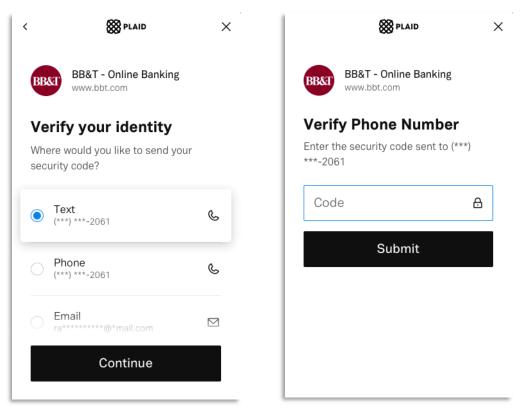
e. On the next screen, select the external financial institution or search by name



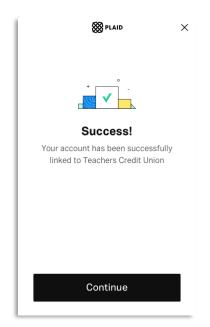
f. Enter the credentials associated with the account, then click Submit



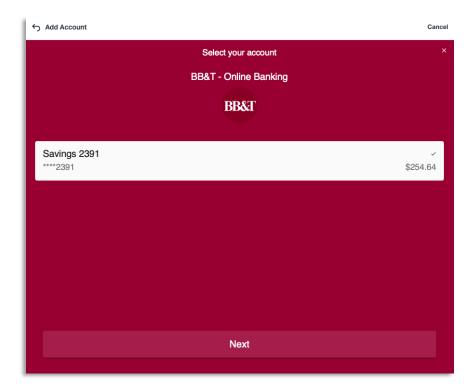
g. Proceed with any additional verification steps, then click **Submit** once completed



g. Once all requirements of the external institution are met, a success message displays. Click **Continue** to proceed







i. The account now displays on your Accounts List

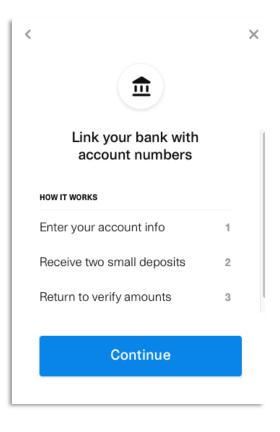
| OTHE  | R ACCOUNTS                         |   |
|-------|------------------------------------|---|
| ₫     | Plaid Checking 0000                |   |
| •     | Ronnie's Savings Account<br>**37:1 |   |
| ₫     | Savings 2391<br>2391               |   |
| Add a | additional account                 | > |

To Add an Account from Another Institution with Microdeposits:

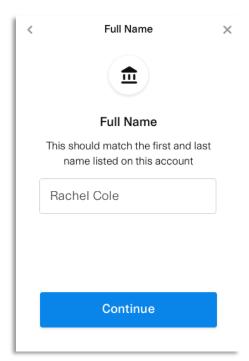
- a. On the Transfers Screen, click +Account
- b. Click Add additional account
- c. On the next screen, click Add an External Account
- d. Search for the financial institution, then click  ${\mbox{Link with account}}\xspace{-1mm}$  numbers

| $\leftarrow$ | 🛞 PLAID  | × |
|--------------|--|---|
| Sele         | ct your bank   |   |
| Q car        | rolina   |   |
|              | southcarolinadcp.gwrs.com                              |   |
| •            | Carolina Bank<br>www.carolinabank.net                  |   |
|              | First Carolina State Bank<br>www.firstcarolinabank.com |   |
|              | Don't see your bank?<br>Link with account numbers      |   |
|              | Search again   |   |

e. Review the information on the following screen, then click Continue



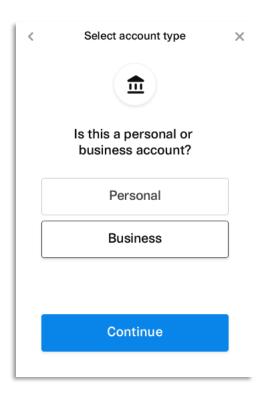
f. Enter the First and Last Name associated with the account, then click **Continue** 



g. Select the account type, then click Continue

| < | Select account type     | × |
|---|-------------------------|---|
|   |                         |   |
|   | Select the account type |   |
|   | Checking                | ] |
|   | Savings                 |   |
|   |                         |   |
|   |                         |   |
|   | Continue                |   |
|   |                         |   |

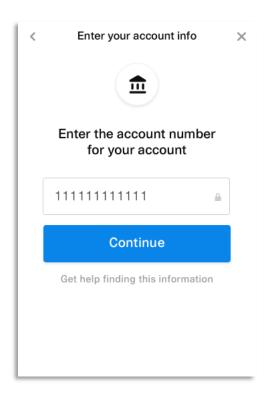
h. Next, select Personal or Business as the account type, then click **Continue** 



i. Enter the routing number for the account, then click Continue

| < | Enter your account info                   | $\times$ |
|---|---|----------|
|   | Enter the routing number for your account |          |
|   | 053100300                                 |          |
|   | Continue                                  |          |
|   | Get help finding this information         |          |
|   |   |          |
|   |   |          |

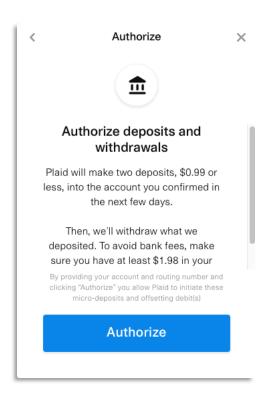
j. Enter the account number, then click Continue



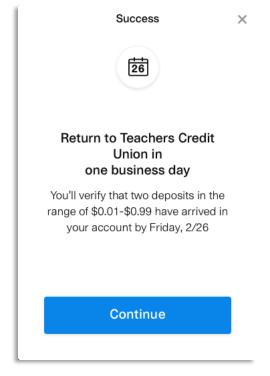
k. Re-enter the account number for confirmation, then click Continue

| < | Enter your account info                        | × |
|---|--|---|
|   | Confirm the account number<br>for your account |   |
|   | 1111111  | ] |
|   | Continue                                       |   |
|   | Get help finding this information              |   |
|   |  |   |
|   |  |   |

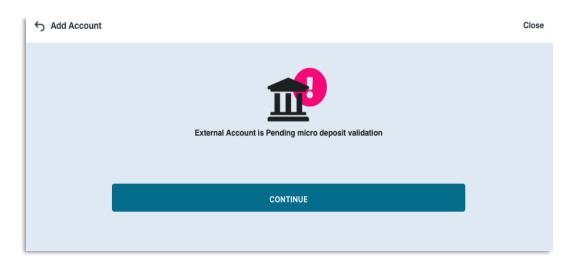
I. Review the authorization disclosure, then click Authorize to proceed



m. A success message displays. Click Continue to proceed



n. The pending microdeposit validation screen displays. Click **Continue** to proceed



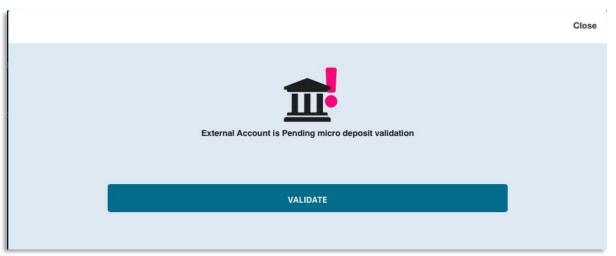
o. The account displays as an account pending verification under Other Accounts

| OTHER ACCOUNTS  |   |  |
|---|---|--|
| Plaid Checking  |   |  |
| Ronnie's Savings Account **37:1                               |   |  |
| RONNIE BURRIS CHECKING<br>**37:3                              |   |  |
| Account Pending - Account<br>*****4888   Verification Pending | > |  |
| Add additional account  | > |  |
|   |   |  |

## To Validate an Account by Microdeposits

- 1. On the Transfers screen, click +Account
- 2. Locate and click the account to verify under Other Accounts

| OTHER ACCOUNTS                    |   |  |
|-----------------------------------|---|--|
| Plaid Checking                    |   |  |
| Ronnie's Savings Account **37:1   |   |  |
| RONNIE BURRIS CHECKING     **37:3 |   |  |
| Account Pending - Account         | > |  |
| Add additional account            | > |  |
|                                   |   |  |



3. The microdeposit validation screen displays. Click Validate to proceed

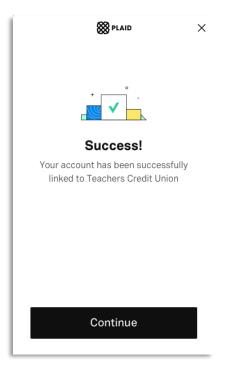
4. On the next screen, enter the amount of the first deposit, then click **Continue** 

| Verify you              | ir account X  |
|-------------------------|---|
| 1                       | ħ   |
| Enter amo<br>first d    | ount of the<br>eposit   |
| \$0.20                  | Deposit 1 🔒   |
| Cont                    | tinue   |
| \$0.99 will arrive in y | ne range of \$0.01-<br>your account ending<br>nd Friday, 2/26 |
|                         |   |

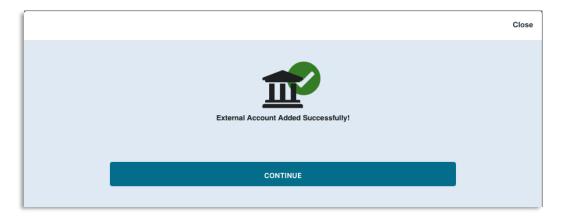
5. Enter the amount of the second deposit, then click Continue

| < | Verify your account  | × |
|---|--|---|
|   | Enter amount of the  |   |
|   | second deposit   |   |
|   | \$0.55 Deposit 2 🔒   |   |
|   |  |   |
|   | Continue   |   |
|   | Two deposits in the range of \$0.01-<br>\$0.99 will arrive in your account ending<br>in 4888 around Friday, 2/26 |   |
|   |  |   |

6. A success message displays, click Continue to proceed



7. Click **Continue** on the next screen to return to the Transfers Screen



### To Remove a Linked External Account

- 1. On the Transfers screen, click +Account
- 2. Locate the account to remove under Other Accounts
- 3. Click and hold the account to remove, then drag or swipe right-to left

|  |   | Close |
|--|---|-------|
|  | MY ELIGIBLE ACCOUNTS                                    |       |
|  | 2014 HARLEY   |       |
|  | CHOICE'S SAVINGS  |       |
|  | New Moneyyyy Hey           ******98:8   Bal: \$4,384.47 |       |
|  | Gary's Primary Share                                    |       |
|  | OTHER ACCOUNTS  | _     |
|  | FIRST CITIZENS BANK & TRUST COMPANY                     |       |
|  | Plaid Checking  |       |
|  | Ronnie's Checking Account                               |       |
|  | Ronnie's Savings Account **37:1                         |       |
|  | Add additional account                                  |       |
|  |   |       |

## 4. The delete icon displays

| Plaid Checking   •••••0000     • Ronnie's Checking Account   •••*37:2     • Ronnie's Savings Account   ••*37:1   Add additional account |   | TIZENS BANK & TRUST COMPANY |   |
|---|---|-----------------------------|---|
| <ul> <li>**37:2</li> <li>Ronnie's Savings Account</li> <li>**37:1</li> </ul>  |   |                             |   |
| • **37:1  |   |                             |   |
| Add additional account  |   |                             |   |
|   | , | Add additional account      | > |

5. A confirmation displays. Click **Delete Account** to proceed with removing the account, or click **Cancel** to retain the account

| OTHER ACCOUNTS   |                           |
|--|---------------------------|
| FIRST CITIZENS BANK & TRUST COMPANY  |                           |
| Plaid Checking   |                           |
| Are you sure you want to delete If you have future dated transfers they will be canceled.<br>Ronnie's Checking Account | Are you su<br>future date |
| FIRST CITIZENS BANK & TRUST COMPANY  |                           |
| Delete Account   |                           |
| Cancel   |                           |

6. A confirmation for the deletion occurs. Click **OK** to hide the message

|                     | OTHER ACCOUNTS                     |    |
|---------------------|------------------------------------|----|
|                     | Plaid Checking                     |    |
|                     | Ronnie's Checking Account **37:2   |    |
|                     | Ronnie's Savings Account<br>**37:1 |    |
|                     | Add additional account             |    |
|                     |                                    |    |
| Account deleted suc | cessfully!                         | ок |

## **Transfer Initiation**

Í.

The Transfers Screen allows you to initiate Transfers between accounts. To initiate a Transfer:

1. On the Transfers Screen, click the **Transfer** button



2. The Start Transfer Screen displays

|                             |                 |          | Close |
|-----------------------------|-----------------|----------|-------|
| SELECT FROM THEN TO ACCOUNT |                 |          |       |
| FROM:                       | то:             |          |       |
| TRANSFER AMOUNT             |                 |          |       |
| \$                          |                 |          |       |
| DELIVERY OPTIONS            |                 |          |       |
| Frequency                   |                 | One Time |       |
| Delivery Date               |                 |          |       |
| ADD NOTE                    |                 |          |       |
|                             |                 |          |       |
|                             | REVIEW TRANSFER |          |       |

3. Click the **•** icon in the **From:** section to view the list of available accounts to transfer from. My Eligible Accounts lists internal accounts. Other Accounts lists external accounts.

| Transfer From A | Account   | Close |
|-----------------|---|-------|
|                 | Select account you wish to transfer from  |       |
|                 | MY ELIGIBLE ACCOUNTS  |       |
|                 | CHOICE'S SAVINGS         >           ******98:2   Bal: \$5,140.68         >     |       |
|                 | New Moneyyyy Hey         >           ******98:8   Bal: \$4,384.47         >     |       |
|                 | Gary's Primary Share         >           ******98:1   Bal: \$3,156.91         > |       |
|                 | OTHER ACCOUNTS  |       |
|                 | Plaid Checking  |       |
|                 |   |       |



Your internal accounts will display masked account numbers along with balance summary information.

4. Click or tap the account to transfer funds from. The selected account updates in the **From:** section

|   | Close |
|---|-------|
| SELECT FROM THEN TO ACCOUNT                     |       |
| FROM:<br>Gary's Primary S<br>98:1<br>\$3,156.91 | TO:   |

5. Next, click the 💽 icon in the **To:** section to view the list of available accounts to transfer funds to from the list of **My Eligible Accounts** or **Other Accounts** 

| ← Transfer To Acco | ount  | Close |
|--------------------|---|-------|
|                    | Select account you wish to transfer to<br>MY ELIGIBLE ACCOUNTS        |       |
|                    | 2014 HARLEY >   |       |
|                    | CHOICE'S SAVINGS         >           98:2   Bal: \$5,140.68         > |       |
|                    | New Moneyyyy Hey     ******98:8   Bal: \$4,384.47                     |       |
|                    | OTHER ACCOUNTS  |       |
|                    | Plaid Checking  |       |
|                    | Ronnie's Checking Account   |       |
|                    | Ronnie's Savings Account  |       |
|                    |   |       |

6. Click or tap the account to transfer funds to. The selected account updates in the **To:** section

|  |  | Close |
|--|--|-------|
| SELECT FROM THEN TO ACCOUNT            |  |       |
| FROM:                                  | то:                                    |       |
| Gary's Primary S<br>98:1<br>\$3,156.91 | CHOICE'S SAVINGS<br>98:2<br>\$5,140.68 |       |

7. Next, enter the **Transfer Amount** in dollars

| TRANSFER AMOUNT |       |
|-----------------|-------|
| \$              | 75.00 |

8. For **One Time** transfers (the default option), enter the **Delivery Date** or select using the calendar

|                  | March 2021  |
|------------------|---|
| \$ 75.00         | March C 2021 C Su MoTu WeTh Fr Sa   |
| DELIVERY OPTIONS | 28 <b>1</b> 2 <b>3</b> 4 5 6<br>7 8 9 10 11 12 13                               |
| Frequency        | 14 15 16 17 18 19 20<br>21 22 23 24 25 26 27 <sub>re</sub><br>28 29 30 31 1 2 3 |
| Delivery Date    | 03/03/2021  |

9. For recurring transfers, click **One Time** to view and select additional frequency options

|               | 6                        |
|---------------|--------------------------|
| Frequency     | One Time                 |
|               | Daily                    |
|               | Weekly                   |
| Delivery Date | Monthly                  |
| benvery bate  | Quarterly                |
|               | Annually                 |
| ADD NOTE      | 1st Of Month             |
| ADDINOTE      | Last Day Of Month        |
|               | 1st & 15th Of The Month  |
|               | 15th & Last Day Of Month |
|               | Every Other Week         |
|               | Semi-Annually            |

10. Select the  ${\bf Start}\,{\bf Date}\,{\rm and}\,{\bf End}\,{\bf Date}\,{\rm for}\,{\rm the}\,{\rm recurring}\,{\rm transfer}$ 

| DELIVERY OPTIONS |            |
|------------------|------------|
| Frequency        | Weekly     |
| Start Date       | 03/03/2021 |
| End Date         | 03/24/2021 |



For recurring transfers, first delivery of the transfer will occur on the Start Date. If the transfer frequency includes the  $1^{st}$ ,  $15^{th}$ , or Last Day of the Month, the first delivery of the transfer will occur on the next upcoming date. For example, if the Frequency is set as  $1^{st}$  and  $15^{th}$  of the Month and the Start Date is entered as the  $12^{th}$ , the first delivery will occur on the  $15^{th}$  since it is the next upcoming date.

### 11.Click or tap into the Add Note field to attach a note to the Transfer, if desired

| Weekly Transfer to Savings Account | • |
|------------------------------------|---|

### 12.0nce all fields are complete, click Review Transfer

|                |   |              |   |            | Close |
|----------------|---|--------------|---|------------|-------|
|                | FROM:<br>Gary's Primary S<br>98:1<br>\$3,156.91 | •            | TO:<br>choice's savings<br>98:2<br>\$5,140.68 |            |       |
| TRANSFER AMO   | JNT   |              |   |            |       |
| \$             |   | 35.00        |   |            |       |
| DELIVERY OPTIO | NS  |              |   |            |       |
| Frequency      |   |              |   | Weekly     |       |
| Start Date     |   |              |   | 03/03/2021 |       |
| End Date       |   |              |   | 03/24/2021 |       |
| ADD NOTE       |   |              |   |            |       |
| Weekly Transf  | er to Savings Accour                            | nt           |   | 0          |       |
|                | 1   | REVIEW TRANS | FER   |            |       |

13. The next screen displays the entered transfer information. Click **Submit Transfer** to continue, **Review Transfer** to return to the prior screen to make changes, or **Cancel** to exit without submitting the Transfer

| S Review Transfer | r          |  |  | Cancel |
|-------------------|------------|--|--|--------|
|                   |            | Confirm transfe                              | r details                              |        |
|                   |            | FROM:<br>PRIMARY SHARE<br>98:1<br>\$4,543.03 | TO:<br><u>     CHOICE SAVINGS</u><br>  |        |
|                   | AMOUNT     |  | \$350.00                               |        |
|                   | FREQUENCY  |  | Weekly                                 |        |
|                   | START DATE |  | November 12, 2020                      |        |
|                   | END DATE   |  | December 12, 2020                      |        |
|                   | NOTE       |  | Nov to Dec Transfer to Savings Account |        |
|                   |            | SUBMIT TRAN                                  | ISFER                                  |        |

14.After clicking Submit, the Transfer details display. Click **Done** to return to the Transfers Screen

| ← Review Transfer | ,   | Close |  |  |  |
|-------------------|---|-------|--|--|--|
|                   | Your Transfer has been scheduled!                         |       |  |  |  |
|                   | FROM:     TO:       Gary's Primary S     CHOICE'S SAVINGS |       |  |  |  |
|                   | AMOUNT \$35.00  |       |  |  |  |
|                   | FREQUENCY Weekly  |       |  |  |  |
|                   | START DATE March 3, 2021                                  |       |  |  |  |
|                   | END DATE March 24, 2021                                   |       |  |  |  |
|                   | NOTE Weekly Transfer to Savings Account                   |       |  |  |  |
| [                 | DONE  |       |  |  |  |

15. The Transfer displays as scheduled in the Transfer List

| ✓ 8 UNREAD ALERT(S)   | 8          |
|---|------------|
| Transfer - Account Added  | 1 hour ago |
| MAR 3, 2021 - SCHEDULED   | ۹          |
| CHOICE'S SAVINGS (REPEATS)     Weekly Transfer to Savings Account | \$35.00    |
| FEB 8, 2021   |            |
| 2014 HARLEY<br>From Savings *****98:1                             | \$20.00    |
|   |            |

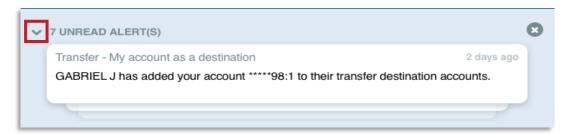


Once a Transfer is successfully initiated, you will be notified. You can configure your alerts in Notification Settings to customize which Transfer notifications you receive and the delivery method.

## **Transfer Alerts**

The Transfers Screen houses an Alerts section to notify Members of transfer-related activity and other information as configured by the Credit Union. To access unread alerts:

1. Multiple alerts display in a collapsed view. To expand, click the <sup>▶</sup> next to the number of unread alerts



2. Click or tap the alert to view more information



The type of alert determines where the Member is directed after clicking the alert. Account addition alerts direct the Member to the Accounts List. Initiated or scheduled alerts direct the Member to the Transfers Details screen.

3. Alternatively, click the 🗵 to clear all unread alerts

## **Transfer List**

The Transfer List displays past and future-scheduled transfers within a 30-day period. Please note: this list includes transfers sent or scheduled through the Transfers tile and does not include the transfers you have received. All transfers received can be found in your Account tile, where the date and amount of the transaction will be provided.

Transfers display in sequential order by date. You can view the transfer status, "Transfer to" account, transfer amount, and note (if added). If a note is not added, the "Transfer from" account displays. Go to the Searching Transfers section to learn how to search for more transfers using the Search Field or by applying filters.

| NOV 16, 2020 - SCHEDULED   | ۹        |
|--|----------|
| A410 USED AUTO FIXED (REPEATS)<br>From Checking 0000                 | \$29.00  |
| NOV 15, 2020 - SCHEDULED   |          |
| PRIMARY SHARE (REPEATS)<br>Test 12 Ex                                | \$29.00  |
| NOV 14, 2020 - SCHEDULED   |          |
| PERFORMANCE CHECKING (REPEATS)<br>From Checking 0000                 | \$14.00  |
| NOV 12, 2020 - SCHEDULED   |          |
| A CHOICE SAVINGS (REPEATS)<br>Nov to Dec Transfer to Savings Account | \$350.00 |

### **Transfer Status Icons**

You can view the Transfer Status according to the icons listed on the Transfer List. Failed transfers display a red exclamation point and the transfer amount displays in red.



Successful transfers display a green checkmark, and the transfer amount displays in bold.



Scheduled transfers that have not yet cleared display the Transfer icon without any additional symbols. The transfer amount remains gray until the transfer occurs.





A same-date transfer will show as scheduled until the transfer occurs, depending on the time that it is processed. With recurring transfers, the initial transfer in the series will show the green checkmark once processed. The next transfer in the series will display within the 30-day period. The pending transfers in the series remain gray and will not show the checkmark until processed and cleared.

## **Transfer Details**

You can select a transfer from the Transfers List to view Transfer Details. The Transfer Details screen displays the Transfer Status, Next Scheduled Date (if applicable), Transfer From: and To: accounts, Amount, Frequency, Delivery Date, Start Date and End Date (for recurring transfers), and Notes entered.

**Please note:** Transfers received are not included in your Transfers Tile. You will not find them on the Transfers List and will not be able to see any details within Transfer Details. All transfers received can be found in your Account tile, where the date and amount of the transaction will be provided.

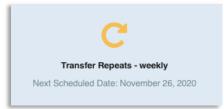
|               |   |                              |                                     |                  | Close |
|---------------|---|------------------------------|-------------------------------------|------------------|-------|
|               |   | ansfer was Su<br>2BQLJ4KBFTN | ccessful.<br>IGURH445410HWU         | J                |       |
|               | FROM:<br>Gary's Primary S<br>98:1<br>\$3,156.91 | •                            | TO:<br>2014 HARLEY<br>145<br>\$0.00 |                  |       |
| AMOUNT        |   |                              |                                     | \$20.00          |       |
| FREQUENCY     |   |                              |                                     | One Time         |       |
| DELIVERY DATE |   |                              |                                     | February 8, 2021 |       |
|               |   |                              |                                     |                  |       |

### **Transfer Status Icons**

Completed Transfers display a checkmark and the confirmation number.



**Recurring Transfers** display an arrow, the transfer frequency, and the next scheduled date.



**Failed Transfers** display an exclamation point and direct you to try again or contact Member Support.



## Editing and Canceling Transfers

You may edit scheduled transfers that have not been processed.

## To edit a transfer:

1. Click the scheduled transfer to edit on the Transfers List, then click Edit

|              | Transfer Repeats - weekly<br>Next Scheduled Date: November 20, 2020 |        |                           |             |  |
|--------------|---|--------|---------------------------|-------------|--|
|              | FROM:<br>PRIMARY SHARE<br>  | •      | TO:<br>choice savings<br> |             |  |
| AMOUNT       |   |        |                           | \$5.55      |  |
| FREQUENCY    |   |        |                           | Weekly      |  |
| START DATE   |   |        | Novemb                    | er 13, 2020 |  |
| END DATE     |   |        | Novemb                    | er 27, 2020 |  |
| EDIT OPTIONS |   |        |                           |             |  |
|              |   | Edit   |                           |             |  |
|              |   | Cancel |                           |             |  |



Scheduled transfers for external accounts are not editable the same day that they are initiated. However, they may be edited the day after they are initiated.

#### For One-Time Transfers:

a. Edit the transfer information, then click Update Transfer when finished

| ← Edit Transfer |   | Close |
|-----------------|---|-------|
|                 | SELECT FROM THEN TO ACCOUNT   |       |
|                 | Gary's Primary S         TO:           S3,156.91         Image: Content of the second |       |
|                 | TRANSFER AMOUNT   |       |
|                 | \$ 6.00   |       |
|                 | DELIVERY OPTIONS  |       |
|                 | Delivery Date 03/02/2021  |       |
|                 | ADD NOTE  |       |
|                 |   |       |
|                 | UPDATE TRANSFER   |       |

b. Review the updated information, then click **Submit Transfer** or click **Review Transfer** to make additional edits

| S Review Transfer | r                             |   |               | Close |
|-------------------|-------------------------------|---|---------------|-------|
|                   | Cor                           | nfirm transfer details                        |               |       |
|                   | FROM:<br>Gary's Primary S<br> | TO:<br>New Moneyyyy Hey<br>98:8<br>\$4,384.47 |               |       |
|                   | AMOUNT                        |   | \$6.00        |       |
|                   | DELIVERY DATE                 |   | March 2, 2021 |       |
| [ [               | S                             | UBMIT TRANSFER                                |               | ]     |

c. A success message displays. Click **Done** to return to the Transfers Screen

| S Review Transfe | r                             |                             |               | Close |
|------------------|-------------------------------|-----------------------------|---------------|-------|
|                  | Your Tra                      | nsfer has been scheduled!   |               |       |
|                  | FROM:<br>Gary's Primary S<br> | TO:<br>New Moneyyyy Hey<br> |               |       |
|                  | AMOUNT                        |                             | \$6.00        |       |
|                  | DELIVERY DATE                 |                             | March 2, 2021 |       |
|                  |                               | DONE                        |               |       |

## To edit recurring transfers:

a. Click the scheduled transfer to edit on the Transfers List, then click Edit

|              | Transfer Repeats - weekly<br>Next Scheduled Date: November 20, 2020 |        |                           |  |  |
|--------------|---|--------|---------------------------|--|--|
|              | FROM:<br>PRIMARY SHARE<br>98:1<br>\$4,557.49                        | •      | TO:<br>choice savings<br> |  |  |
| AMOUNT       |   |        | \$5.55                    |  |  |
| FREQUENCY    |   |        | Weekly                    |  |  |
| START DATE   |   |        | November 13, 2020         |  |  |
| END DATE     |   |        | November 27, 2020         |  |  |
| EDIT OPTIONS |   |        |                           |  |  |
|              |   | Edit   |                           |  |  |
|              |   | Cancel |                           |  |  |

b. Next, select whether to **Edit just this one** (the displayed Transfer) or to **Edit Series**, or click **Nevermind** to return to the previous screen

| Edit this transfer, or this series of transfers? |
|--|
| Edit just this one                               |
| Edit Series                                      |
| Cancel   |
| Nevermind  |

c. Edit the information, then click **Update Transfer** when finished *(Image on next page)* 

| UPD/                                | TE TRANSFER        |            |             | UP                                  | DATE TRANSFER |                                    |
|-------------------------------------|--------------------|------------|-------------|-------------------------------------|---------------|------------------------------------|
| Click to Add Note                   |                    |            | Click to Ac | ld Note                             |               |                                    |
| ADD NOTE                            |                    |            | ADD NOTE    |                                     |               |                                    |
| Delivery Date                       |                    | 11/21/2020 | End Date    |                                     |               | 11/28/2020                         |
| DELIVERY OPTIONS                    |                    |            | Start Date  |                                     |               | 11/13/2020                         |
| \$                                  | 5.55               |            | Frequency   |                                     |               | Weekly                             |
| TRANSFER AMOUNT                     |                    |            | DELIVERY O  | PTIONS                              |               |                                    |
| PRIMARY SHARE<br>98:1<br>\$4,557.49 | CHOICE SAVINGS<br> |            | transfer /  | MOUNT                               | 5.55          |                                    |
| FROM:                               | TO:                |            |             |                                     | -             |                                    |
| SELECT FROM THEN TO ACCOUNT         |                    |            |             | PRIMARY SHARE<br>98:1<br>\$4,557.49 |               | 101CE SAVINGS<br>-98-2<br>3,822.06 |
|                                     |                    |            |             | FROM:                               | TO:           |                                    |
|                                     |                    |            |             |                                     |               |                                    |

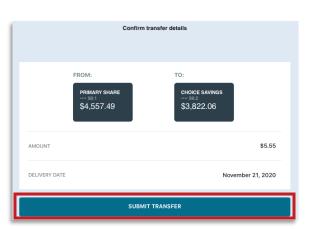
**One-time Transfer** 

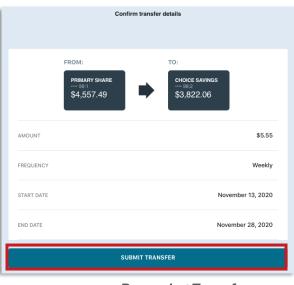
TCU

**Recurring Transfer** 

For recurring transfers, only the End Date is editable. If the frequency is no longer correct, you will need to cancel the series and re-initiate the recurring transfer.

d. Next, click Submit Transfer





One-time Transfer

Recurring Transfer

### e. A success message displays. Click **Done** to return to the Transfers Screen

|  | Your Transfer has been scheduled! |
|--|-----------------------------------|
| Your Transfer has been scheduled!  | FROM: TO:<br>PRIMARY SHARE<br>    |
| FROM: TO:<br>PRIMARY SHARE<br>SST<br>\$4,557.49<br>TO:<br>CHOICE SAVINGS<br> | AMOUNT \$5.55<br>FREQUENCY Weekly |
| AMOUNT \$5.55  | START DATE November 13, 2020      |
| DELIVERY DATE November 21, 2020  | END DATE November 28, 2020        |
| DONE   | DONE                              |

One-Time Transfer

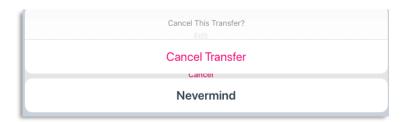
**Recurring Transfer** 

To cancel a one-time transfer:

1. Click the scheduled transfer to edit on the Transfers List, then click Cancel

| FREQUENCY One Time                                   | Transfer will occur in 6 day(s) |               |        |                   |
|--|---------------------------------|---------------|--------|-------------------|
| FREQUENCY One Tim<br>DELIVERY DATE November 21, 2024 |                                 | PRIMARY SHARE | •      | CHOICE SAVINGS    |
| DELIVERY DATE November 21, 2020                      | AMOUNT                          |               |        | \$5.55            |
|  | FREQUENCY                       |               |        | One Time          |
| EDIT OPTIONS   | DELIVERY DATE                   |               |        | November 21, 2020 |
|  | EDIT OPTIONS                    |               |        |                   |
| Edit   |                                 |               | Edit   |                   |
| Cancel   |                                 |               | Cancel |                   |

2. Click **Cancel Transfer** to proceed or click **Nevermind** to return to the previous screen



3. Click Cancel Transfer again to proceed

| Please confirm cancellation |  |
|-----------------------------|--|
| Cancel Transfer             |  |
| Cancer                      |  |
| Nevermind                   |  |

4. The transfer is now canceled and no longer displays in the Transfers List

|              | FROM:<br>PRIMARY SHARE<br> | •      | TO:<br>choice savings<br>98:2<br>\$3,822.06 |
|--------------|----------------------------|--------|---|
| AMOUNT       |                            |        | \$350.00                                    |
| FREQUENCY    |                            |        | Weekly                                      |
| START DATE   |                            |        | November 12, 2020                           |
| END DATE     |                            |        | December 12, 2020                           |
| NOTE         |                            |        | Nov to Dec Transfer to Savings Account      |
| EDIT OPTIONS |                            |        |   |
|              |                            | Edit   |   |
|              |                            | Cancel |   |
|              |                            |        |   |

### To cancel a transfer in a series:

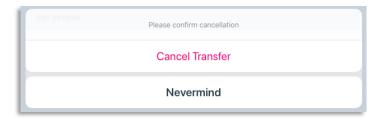
1. Click the scheduled transfer to edit on the Transfers List, then click **Cancel** 

|              | FROM:<br>Gary's Primary S<br> | •      | то:<br><u>сноісе's savings</u><br> |         |
|--------------|-------------------------------|--------|------------------------------------|---------|
| AMOUNT       |                               |        |                                    | \$35.00 |
| FREQUENCY    |                               |        |                                    | Weekly  |
| START DATE   |                               |        | March                              | 3, 2021 |
| END DATE     |                               |        | March 2                            | 4, 2021 |
| NOTE         |                               |        | Weekly Transfer to Savings /       | Account |
| EDIT OPTIONS |                               |        |                                    |         |
|              |                               | Edit   |                                    |         |
|              |                               | Cancel |                                    |         |

2. Next, select whether to **Cancel This Transfer?** (the displayed transfer) or to **Cancel This Series of Transfers?**, or click **Nevermind** to return to the previous screen

| NOTE | Weekly Transfer to Savings Account                 |
|------|--|
|      | Cancel this transfer, or this series of transfers? |
|      | Cancel This Transfer?                              |
|      | Cancel This Series of Transfers?                   |
|      | Cancel   |
|      | Nevermind  |

a. If canceling the displayed transfer, click Cancel Transfer to confirm



b. If canceling the series of transfers, click Cancel Series

| l | EDIT OPTIONS<br>Please confirm cancellation |
|---|---|
| l | Cancel Series                               |
|   | Nevermind                                   |

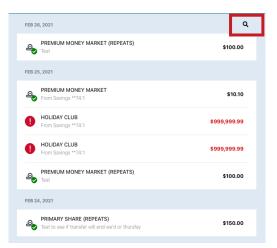
5. The Transfer List refreshes, and the canceled transfers no longer display

### **Searching Transfers**

The Transfers Search screen allows you to search for Transfers by keywords using the Search Field, or by applying filters.

**Please note:** The transfers you have received are **not** included in your Transfers Tile and are therefore not searchable within the Transfers tile. All transfers received can be found in your Account tile, where the date and amount of the transaction will be provided.

1. On the Transfers Screen, click the Magnifying Glass above the Transfers List



- -. Close Search for description or note ... SEARCH -FEB 26, 2021 PREMIUM MONEY MARKET (REPEATS) Sector Test \$100.00 FEB 25, 2021 PREMIUM MONEY MARKET From Savings \*\*74:1 \$10.10 HOLIDAY CLUB \$999,999.99 From Savings \*\*74:1 HOLIDAY CLUB \$999,999.99 From Savings \*\*74:1 PREMIUM MONEY MARKET (REPEATS) Sector Test \$100.00
- 2. The Transfer Search screen displays with the Search Field and Filters Icon

### To search by Keyword:

a. Click into the Search Field and Enter the keyword or phrase to search by

| sage                   | 8 | SEARCH |
|------------------------|---|--------|
| b. Click <b>Search</b> |   |        |
| sage                   | Θ | SEARCH |

c. The Transfers List refreshes to display matching results

|  |          | Close |
|--|----------|-------|
| sage   | SEARCH = |       |
| FEB 11, 2021   |          |       |
| CELIA TOWNSLEY SAVINGS (REPEATS)<br>test operations1 primary to sagetest212 primary 6.66 | \$6.66   |       |
| FEB 10, 2021   |          |       |
| CELIA TOWNSLEY SAVINGS (REPEATS)<br>test operations1 primary to sagetest212 primary 6.66 | \$6.66   |       |
| FEB 9, 2021  |          |       |
| CELIA TOWNSLEY SAVINGS (REPEATS)<br>test operations1 primary to sagetest212 primary 6.66 | \$6.66   |       |
| FEB 8, 2021  |          |       |
| CELIA TOWNSLEY SAVINGS (REPEATS)<br>test operations1 primary to sagetest212 primary 6.66 | \$6.66   |       |
| FEB 7, 2021  |          |       |
| CELIA TOWNSLEY SAVINGS (REPEATS)<br>test operations1 primary to sagetest212 primary 6.66 | \$6.66   |       |
|  |          |       |

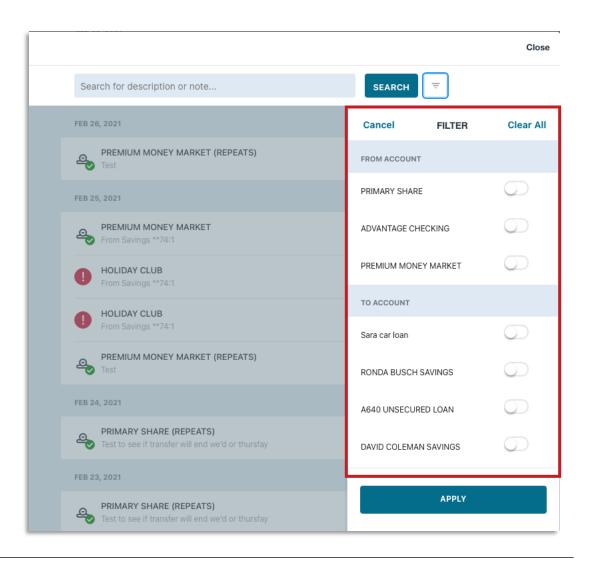
d. Click the 😰 icon to clear the Search Field to enter a new search, or click **Close** to return to the Transfers screen

### To filter by Account:

a. Click the = icon to expand the Filters List



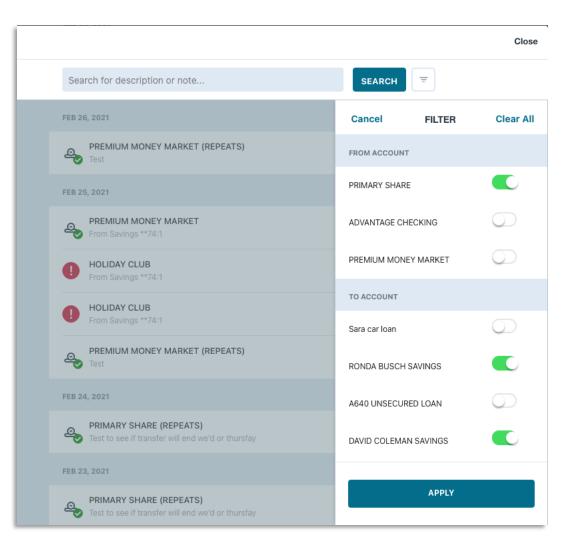
b. The From: Account and To: Account filter toggles display



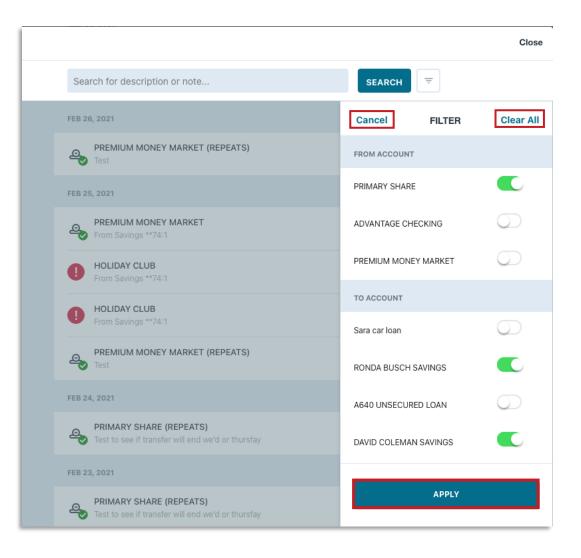


You may need to scroll to view all the available accounts in the From Account and To Account sections.

c. Click the right-side of the toggle or slide left-to-right next to the account(s) to search by. The toggle will turn green to indicate the active filter.



d. Click **Apply** to initiate the search, **Clear All** to remove the filter(s), or **Cancel** to return to the Transfers List



e. The Transfers List refreshes to display matching results. To remove applied filters individually, click the X icon next to the filter

| Search for description or note                     | SEARCH                  |
|--|-------------------------|
| FROM: PRIMARY SHARE O TO: RONDA BUSCH SAVINGS O TO | : DAVID COLEMAN SAVINGS |
| FEB 26, 2021                                       |                         |
| PREMIUM MONEY MARKET (REPEATS)<br>Test             | \$100.00                |
| FEB 25, 2021                                       |                         |
| PREMIUM MONEY MARKET<br>From Savings **74:1        | \$10.10                 |
| HOLIDAY CLUB<br>From Savings **74:1                | \$999,999.99            |
| HOLIDAY CLUB<br>From Savings **74:1                | \$999,999.99            |
| PREMIUM MONEY MARKET (REPEATS)<br>Test             | \$100.00                |

f. To clear all filters, click the = icon and click Clear All.

| Cancel       | FILTER    | Clear All  |
|--------------|-----------|------------|
| FROM ACCOUN  | r         |            |
| PRIMARY SHAR | E         |            |
| ADVANTAGE CH | IECKING   | $\bigcirc$ |
| PREMIUM MON  | EY MARKET | $\bigcirc$ |

### To search by Transfer Amount:

- a. Click the filter icon =
- b. Scroll to locate the By Amount section

| BY AMOUNT    |      |
|--------------|------|
| Greater than | 0.00 |
| Less than    | 0.00 |

c. Enter the amount(s) to search by in the Greater than and/or Less than fields

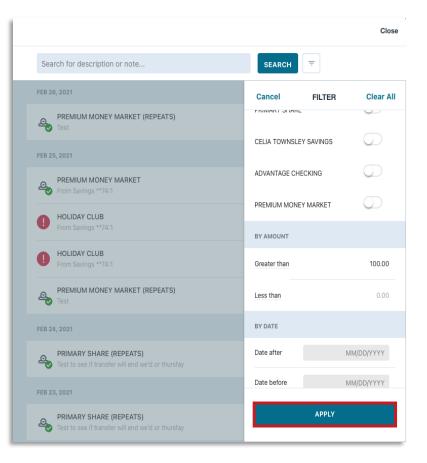
| BY AMOUNT    |        | BY AMOUNT    |        | BY AMOUNT    |        |
|--------------|--------|--------------|--------|--------------|--------|
| Greater than | 100.00 | Greater than | 0.00   | Greater than | 100.00 |
| Less than    | 0.00   | Less than    | 200.00 | Less than    | 200.00 |
|              |        |              |        |              |        |

Greater than

Less than

Greater than and Less than

d. Click Apply to initiate the search



g. The Transfers List refreshes to display matching results. To remove applied filters individually, click the X icon next to the filter

|  |              | Clos |
|--|--------------|------|
| Search for description or note   | SEARCH       |      |
| > \$100.00 8   |              |      |
| FEB 26, 2021   |              |      |
| PREMIUM MONEY MARKET (REPEATS)<br>Test                                       | \$100.00     |      |
| FEB 25, 2021   |              |      |
| HOLIDAY CLUB<br>From Savings **74:1  | \$999,999.99 |      |
| HOLIDAY CLUB<br>From Savings **74:1  | \$999,999.99 |      |
| PREMIUM MONEY MARKET (REPEATS)<br>Test                                       | \$100.00     |      |
| FEB 24, 2021   |              |      |
| PRIMARY SHARE (REPEATS)<br>Test to see if transfer will end we'd or thursfay | \$150.00     |      |

### To search by date:

- a. Click the = icon to expand the Filters List
- b. Scroll to locate the By Date section

| BY DATE     |            |
|-------------|------------|
| Date after  | MM/DD/YYYY |
| Date before | MM/DD/YYYY |
|             | APPLY      |

c. Click into the **Date after** and/or the **Date before** fields and use the calendar to select the date(s) to search by

|  |               |                                      | Close         |
|--|---------------|--------------------------------------|---------------|
| Search for description or note   | SEARCH        | Ŧ                                    |               |
| FEB 26, 2021   | Cancel        | FILTER                               | Clear All     |
| PREMIUM MONEY MARKET (REPEATS)<br>Test                                       | CELIA TOWNSLE | Y SAVINGS                            | $\mathcal{D}$ |
| FEB 25, 2021   | ADVANTAGE CHE | CKING                                | $\mathbb{D}$  |
| PREMIUM MONEY MARKET<br>From Savings **74:1                                  | PREMIUM MONEY | MADKET                               |               |
| HOLIDAY CLUB<br>From Savings **74:1  | BY AMOUNT     |                                      | 21 🖸<br>Fr Sa |
| HOLIDAY CLUB<br>From Savings **74:1  | Greater than  | 31 <b>1</b> 2 3 4 5<br>7 8 9 10 11 1 |               |
| PREMIUM MONEY MARKET (REPEATS)   | Less than     | 14 15 16 17 18 1<br>21 22 23 24 25 2 |               |
| Test   | BY DATE       | 28 1 2 3 4 5                         |               |
| FEB 24, 2021   | Date after    | 02/0                                 | 1/2021        |
| PRIMARY SHARE (REPEATS) Test to see if transfer will end we'd or thursfay    | Date before   | MM/DD                                | /YYYY         |
| FEB 23, 2021   |               |                                      |               |
| PRIMARY SHARE (REPEATS)<br>Test to see if transfer will end we'd or thursfay |               | APPLY                                |               |

- d. Click Apply to initiate the search
- e. The Transfers List refreshes to display matching results. To remove applied filters individually, click the X icon next to the filter

|  |  |              | Close |
|--|--|--------------|-------|
|  | Search for description or note   | SEARCH       |       |
|  | AFTER: 02/15/2021  |              |       |
|  | FEB 26, 2021   |              |       |
|  | PREMIUM MONEY MARKET (REPEATS)   | \$100.00     |       |
|  | FEB 25, 2021   |              |       |
|  | PREMIUM MONEY MARKET<br>From Savings **74:1                                  | \$10.10      |       |
|  | Prom Savings **74:1  | \$999,999.99 |       |
|  | HOLIDAY CLUB<br>From Savings **74:1  | \$999,999.99 |       |
|  | PREMIUM MONEY MARKET (REPEATS)   | \$100.00     |       |
|  | FEB 24, 2021   |              |       |
|  | PRIMARY SHARE (REPEATS)<br>Test to see if transfer will end we'd or thursfay | \$150.00     |       |
|  |  |              |       |



Filters may be applied in any combination of From Account, To Account, Amount, and Date.