

Popmoney® personal payments service FAQs

1. What is Popmoney?

Use Popmoney to pay anyone you know, or owe – it's the easy way to send and receive money directly from your First Citizens' Federal Credit Union account. Pay your rent or send money to your kids away at college – it's safe and secure and all you need is an email address or mobile phone number.

2. What's the most important thing I should know about Popmoney?

Popmoney is easy for you AND your friends and family to use. You'll enjoy a more powerful user experience, as will your friends and family who use popmoney.com. Most exciting of all, your person-to-person payment network just got significantly bigger – now includes 1,400 U.S. financial institutions. It's easier for you and easier for your friends and family to send and receive money safely and securely in just a few simple steps.

3. Some of my friends and family bank outside the "network". What will this mean for them?

People who do not use a bank or credit union in the Popmoney network can use the Popmoney service at popmoney.com.* There, they can send and receive money just as you do here at First Citizens' Federal Credit Union.

More good news – it will be easier than ever for your friends and family to get the money you send. They can use the "Quick Deposit" feature to deposit the payment without going through the full enrollment process. If they choose to enroll so they can send money as well, they will no longer be required to enter their social security number. You can even send money directly to a financial institution account, so your recipient doesn't have to do anything.

*Terms and conditions apply

4. Will my existing contacts and payment history still be available?

Yes, all history and contact info will be accessible after the upgrade.

5. What are the features?

Popmoney offers several new features. You will now be able to:

1. Personalize your gift payments with an e-greeting template
2. Set up future-dated payments and recurring payments
3. Import contacts from popular email services (such as Hotmail®, Yahoo!®, Gmail®)
4. Send money using an account number, in addition to using an email address or mobile number
5. Add multiple email addresses and mobile numbers for any contact
6. Respond to all Popmoney activity, including depositing payments and paying requests, from a central dashboard, or "To Do List"

7. Receive money by simply verifying an email address or mobile phone number (without formally enrolling)
8. Access the largest person-to-person payment network for financial institutions, with 1,400 participating banks and credit unions.

6. How secure is Popmoney?

From the moment information is sent to Popmoney to the time it is stored and accessed again, it is encrypted using industry leading software, hardware and algorithms. Security is also utilized at specific points and actions in the product. For example, to help prevent an unauthorized person from fraudulently depositing someone else's payment, one-time passcodes are used. For every initial payment to a new email address or mobile phone number, a one-time passcode is sent to the user. The user must provide that passcode back to Popmoney to verify his "ownership" of that mobile number or email address before he can deposit the payment.

7. How fast can I send and receive money with Popmoney?

With Popmoney, a recipient can receive money in as little as one business day. However, in some cases it may take longer. For example, if you send an email or mobile payment and the recipient is not yet registered for Popmoney, he/she must sign up for the service so that we have their account information to deposit their payment. Also, if you exceed your next-day payment limits, then we will deliver payments within three business days. Limits can and will vary and can be checked by clicking the Help icon on the Send Money screen.

8. How will payment limits be handled under the upgraded service?

Limits may vary by user and financial institution. Limits apply to the amount you can send per transaction, per day and per month, as well as to total outstanding payments. You can always check your limits by going to the "Send Money" screen within the Popmoney service and clicking on the "Help" icon next to the "Amount" field.

9. Will I be paying any fees?

There is no fee to enroll in Popmoney and a discounted fee of \$0.50 per outgoing transaction is applied to First Citizens' Federal Credit Union members.

Request Money FAQs

1. What are the different ways I can request money from someone?

You can request money from someone using their:

- Name and email address: your contact will receive an email with instructions on how to pay the request
- Name and mobile number: a text message will be sent to the recipient on your behalf with instructions on how to pay the request.

2. When will I receive the funds I request?

The person you requested money from has to sign up with Popmoney, if not registered already.

Once he/she has signed up successfully and pays against the request, you should receive the payment within three business days. The payment will be deposited into the First Citizens' account you selected when sending the request.

3. How much does it cost to request money?

First Citizens' Popmoney[®] Fee Schedule

REQUEST MONEY (fee per band)	\$1.00-\$249.99	\$250.00-\$999.99	\$1000.00 & up
User Fee (3-day)	0.50	0.75	1.50
SEND MONEY	\$1.00-\$249.99	\$250.00-\$999.99	\$1000.00 & up
User Fee (3-day)	0.50	0.50	0.50
User Fee (next day)	0.75	0.75	0.75

4. Do I pay a fee if my request is not paid?

No. A fee will be deducted only if you receive a payment. No fee will be charged if the request is not paid.

5. Can I cancel a request?

Yes. A request you make to another person to send you money via Popmoney can be cancelled if the request recipient has not yet initiated the payment.

6. How can the recipient pay?

A recipient can pay a request with any Eligible Transaction Account.

7. How long does my recipient have to pay?

Any request you send will be valid for 30 days. After 30 days, the recipient will no longer see the request and will not be able to make a payment against it.