

External Transfer FAQs

1. How do I add an external account?

To get started, click Add a new Account from the Transfer Funds, or Accounts page. In many cases, we will be able to verify the account with the institution automatically through our online account verification process. For other accounts, just follow the trial deposits verification steps.

Providing account information

You will be taken to a page asking for the Account Number and ABA Routing Number of your account. Enter these details in the appropriate fields. See below for information about ABA Routing/Transit numbers, including what they are and how to find yours.

Online Account Verification: We can often verify the new account with the institution immediately via the Internet. To do so, we will ask you to supply the login credentials you use to gain access to the account that you are attempting to add.

Trial Deposit Verification: If online account verification is not available, or if it fails, you will be asked to complete our convenient Trial Deposit Verification process. See below for details regarding online and offline account verification.

Once you have supplied all the requested information for verification, click Continue.

If you successfully completed Online Verification, you will be taken to a page confirming that the account is ready to be used with the Transfer Funds Service. The account will also be listed under the Accounts page as Active.

If Trial Deposit Verification is required, you will be taken to a page where you will initiate the Trial Deposit process. The account will also be listed under the Accounts page but it will not be able to be used with this service until you have completed the Trial Deposit process (see a later FAQ on how to do so).

Adding additional accounts

To add additional bank accounts, repeat the steps above.

2. Can I set up a funds transfer as a recurring transaction?

Yes, you may set up a recurring transfer. The service provides a variety of time options to meet your needs.

3. How long before I can transfer next day?

Your next day transfers will be available 60 days after your first successful transfer, and after at least \$500 has been transferred using the Standard service.

4. Can I transfer money internationally?

No, the Funds Transfer service does not provide the ability to transfer funds internationally.

5. How long does the transfer take to happen?

Below is the Funds Transfer schedule:

Standard Delivery (3 Business Days)	
Requested by cutoff time on: Destination account credited on:	
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Wednesday
Sunday	Wednesday
Next Day Delivery (Next Business Day)	
Requested by cutoff time on: Destination account credited on:*	
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday
Saturday	Tuesday
Sunday	Tuesday

* Based on the receiving bank's Availability of Funds scheduled.

6. What are the limits that I can transfer?

Service	Transaction Limit	Daily Limit	Outstanding Limit	Monthly Limit
Next-Day Outbound	\$2,500	\$5,000	\$10,000	\$20,000
Next-Day Inbound	\$2,500	\$2,500	\$2,500	\$10,000
Standard Outbound	\$5,000	\$10,000	\$20,000	\$30,000
Standard Inbound	\$5,000	\$10,000	\$20,000	\$30,000

7. What are the fees for this service?

Next-Day (Outbound & Inbound)	Fee = \$3.00		
Standard (Outbound & Inbound)	Tier #1	Transaction \$ < \$1,000	Free
	Tier #2	Transaction \$ >= \$1,000	Fee = \$0.50