

# PERSON 2 PERSON (P2P) PAYMENTS CUSTOMER SHEET

Funds are sent in “real time.”

The Payee must have a VISA® or Mastercard® DEBIT card to receive the funds. Once the payment is processed, it cannot be recalled.

The first time you log into the App or Browser after you are enrolled in P2P a screen will pop up authenticating your device. Simply click Let's Get Started at the bottom of the page and follow the on-screen instructions. You will only have to do this one time. After you submit the payment you will be prompted to enter a security code that you may receive by Mobile App push, text, or phone call.

To get started:

1. Click the Menu icon.
2. Click Move Money.
3. Click New Transaction.
4. Select the checking account you enrolled in P2P.
5. Click Add A New Payee at the bottom of the recipient list.
6. Click Person to Person.
7. Enter the Payee information you know. Only email or mobile number is required, both are not necessary. You do not need to know the debit card number; the Payee will get a notification to enter that information. Select the method you want to use to send the Payee a notification.
8. Click ADD PAYEE at the bottom.
9. Carefully read and accept the Terms and Conditions if this is the first time using P2P. If there are any changes to the terms and conditions you will be prompted to accept them again before continuing to use this service.
10. Enter the amount, notification method and an optional note for the payment. Any notes added to the payment will not be relayed to the payee, they will be displayed in your payment history only.
11. Click Continue at the bottom of the screen.
12. Carefully review the payment information. If everything is correct, click SUBMIT.
13. Choose the method to receive your security code and click SUBMIT.
14. Enter the code into the field.
15. A page should appear with a confirmation number. This number is saved in your payment history. There is no need to print or save anywhere else.
16. Click Set Up Another Transfer to complete another P2P payment or simply click Close if you are finished.

Please refer to the Electronic Services Terms and Conditions for complete details.

