

Beginning July 14, we will be changing the way you send money to friends, family, and those you know and trust¹ by replacing Popmoney® with Zelle®. With Zelle you can easily split the cost of a bill, request money for a group gift, or pay back your roommate for your share of the rent.

See below for answers to frequently asked questions. To learn more about the features and benefits of Zelle, please visit redfcu.org/zelle.

FREQUENTLY ASKED QUESTIONS

Why is Redstone replacing Popmoney with Zelle®?

Redstone is replacing Popmoney with Zelle to provide you with a fast and easy way to send money to friends, family, and others you trust who have a bank account in the U.S. With Zelle, you can now send and receive money, typically within minutes.² Money can be sent using just a recipient's email address or U.S. mobile number. Best of all, Zelle is free to Redstone members.

When will my Popmoney account be disabled?

Your Popmoney account will no longer work after 4pm CDT on July 13, 2020. Ask your contacts to enroll with Zelle before you send them money – this will help them get your payment more quickly. A list of participating banks and credit unions can be found by visiting ZellePay.com.

Will I need to re-enter my Popmoney contacts or account information from other financial institutions into Zelle®?

All your contacts and account information from your Popmoney account will transfer after you enroll with Zelle on or after July 14.

Will my Popmoney payment history be available to review in Zelle®?

Popmoney payment history will not be available in Zelle. We encourage users to export their payment history from Popmoney prior to July 14. Simply select the "Download" option on the "Activity" tab, or choose a custom date range to export specific transactions.

What if my recipient's bank isn't on the list of participating banks and credit unions?

Don't worry! The list of participating financial institutions is always growing, and your recipient can still use Zelle by downloading the Zelle app for Android and iOS.

What happens if I receive Popmoney Payments?

The transaction cannot be processed after July 13 at 4pm CDT and your funds cannot be received because the Popmoney system isn't available. Please notify the sender to use Zelle instead.

What happens to my future dated pending payments scheduled in Popmoney?

Future dated payments will still be sent within Redstone's online banking platform.

After the change to *Zelle*, we strongly recommend you review your "Pending Activity" on the "Activity" tab to verify that all expected payments are present. We will attempt to notify you of payment cancellations that occur during the transition.

Note: Scheduled and recurring payments that use account and routing numbers can take up to 3 days to occur and are offered through a money transfer service separate from *Zelle* and made available by Redstone.

What happens to my recurring payments scheduled in Popmoney?

Your recurring payments will transfer over to *Zelle* EXCEPT for payments set as "Until Specific Amount." Payments set as "Until Specific Amount" will need to be rescheduled using *Zelle*.

After the change to *Zelle*, we strongly recommend you review your "Pending Activity" on the "Activity" tab to verify that all expected payments are present. We will attempt to notify you of any payment cancellations that occur during the transition.

Note: Scheduled and recurring payments that use account and routing numbers can take up to 3 days to occur and are offered through a money transfer service separate from *Zelle* and made available by Redstone.

Do I need to take any additional steps to use Zelle®?

Yes, and getting started is easy. Starting July 14, simply follow the steps below:

1. Log in to online banking or Redstone's mobile banking app.
Online Banking: Go to the "Transfers" tab and select "Send money with Zelle®".
Mobile Banking App: Select "More" from the menu, then tap "Send money with Zelle®".
2. Read and accept the *Zelle* Terms & Conditions.
3. Enroll your U.S. mobile number or email address. Then you're all set!

¹Must have a bank account in the U.S. to use *Zelle*. Redstone members must have a Redstone checking account or savings account to send payments using *Zelle*.

²Transactions typically occur in minutes when the recipient's email address or U.S. mobile number is already enrolled with *Zelle*.

Zelle transfers may be sent from a Redstone Federal Credit Union® (RFCU®) checking or savings account only. Must be an RFCU member to open checking account. Must be eligible for membership and open a share savings account to become a member. A minimum balance of \$5 is required to open a share savings account and must be maintained in the account at all times. A minimum deposit of \$25 is required to open an RFCU checking account. Monthly maintenance fees apply to checking accounts and vary per account type. Age and other restrictions apply. Must be 18 years old or older to use *Zelle* at Redstone Federal Credit Union.

Must have online banking user name and PIN/password to access online banking and mobile banking. Standard wireless carrier text message and/or data rates and fees may apply. Please check with your carrier for more information. Other restrictions may apply.

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