



## **Bank to Bank Transfer – Frequently Asked Questions**

**Q. Is there a fee for using this service?**

A. There is no monthly fee for Bank to Bank Transfer Service. There is a transactional fee of \$3.00 per outgoing transfer. You will get FREE incoming transfers!

**Q. How do I make a transfer?**

A. Please refer to the “Making a transfer with Bank to Bank Transfer”.

**Q. How much can I transfer with this service...are there limits?**

A. You are allowed three (3) inbound transfers per day not to exceed a total of \$2,500.00 and three (3) outbound transfers per day not to exceed a total of \$2,500.00.

**Q. What accounts can I use with this service?**

A. Bank to Bank Transfer is available for personal checking accounts only. Any personal checking account may be setup with this service.

**Q. How do I enroll an account?**

A. Please refer to the “Bank to Bank Transfer External Account Enrollment Guide”.

**Q. Can I do transfers from my mobile phone?**

A. Yes. You will be able to use Bank to Bank Transfer from your mobile device on the CSB.Mobile app, once you have gone through the account verification process on *eBankLink*.

**Q. How do I make a transfer from my mobile phone?**

A. You will log into your mobile app. Once into your mobile app you will select the Transfer button. You will then select the “From” and “To” account, the Transfer Amount, and the Transfer Date. You will select Submit to finish the transfer. You will then get a Transfer Confirmation page. You have the option of making another transfer or going back to the home screen.

**Q. Once I get the verification amount at my external checking account, how do I input the verification amount within *eBankLink*?**

A. You log into *eBankLink*, go to Enrolled Accounts and key in the amount of the credit without decimal points or dollar signs. For example, if 21 cents credits your external account, you will enter 21 in the Verification Amount field. You will have 10 calendar days to complete this process.

**Q. Can I transfer funds internationally or to other funds transfer companies such as Western Union?**

A. Not at this time. Bank to Bank Transfers can only occur between financial institutions located within the United States with a valid routing number.

**Q. Can I set up a transfer for a future date?**

A. Yes. You may schedule a transfer for a future date.

**Q. Can I set up a recurring transfer?**

**A.** Yes. You can schedule a recurring transfer by selecting the transfer type, and entering the transfer duration accordingly to make transfers as many times as required. The transfer duration options are one time, weekly, biweekly, semi-monthly or monthly.

**Q. What is the cutoff time for making a Bank to Bank Transfer?**

**A.** The daily cutoff time is 4:00 pm M-F. Any transfer generated on a non-business day will be processed on the following business day.

**Q. How long does it take to complete a funds transfer request?**

**A.** Transfers will be debited/credited to your Financial Institution account the business day following the day you initiate the transfer, provided you have met the 4:00 PM cutoff time. In the case of a future dated or recurring transfer, these time limits will be the business day following the scheduled date of the transfer. Funds requested to be transferred will be debited/credited to the non-Financial Institution account according to the receiving FI's availability and transaction processing schedule.

**Q. Can I send funds to someone else's account?**

**A.** No. You must have ownership to the account.

**Q. How will I know when a transfer is complete?**

**A.** All completed transfers are listed in the Transfer History screen. You can see a detailed transaction status on the screen by clicking on the detail view.

**Q. How can I check on the status of my recent transfers?**

**A.** You will be able to see all recent transfers from the Transfer History screen.

**Q. Can I use my kids account with the service?**

**A.** You can setup any personal checking account with the service if you are able to prove ownership or control over the account.

**Q. What do the different status designations mean?**

\* **Pending:** We have received your request and the system is preparing to initiate the transaction.

\* **In Progress:** The transfer is in progress. You can see more details on the status of the transfer by clicking on the details icon.

\* **Completed:** The funds have been sent to the destination account. At this time the transaction will be reflected in both (source and destination) accounts. Please check your online banking or contact your financial institution to verify the availability of these funds.

\* **Cancelled:** We have received your request to cancel the transfer. At this time no further actions will be taken on the transfer request.

\* **Failed:** We were unable to complete the transfer. More details on why the transfer failed can be obtained from the Transfer History page by clicking on the details icon.

-Typical causes of failed or returned Transfer Funds are:

\* Lack of sufficient funds in the source account.

\* Source or destination account closed or frozen.