

## Popmoney® - Frequently Asked Questions

Popmoney is a powerful new personal payment service that lets you “Pay Other People” anywhere, anytime using Citizens Business Bank’s Personal Mobile App or Personal Online Banking services (with Bill Payment). All you need is your recipient’s email address or mobile phone number. Now you can pay other people without writing a check or going to an ATM, all while using your existing Citizens Business Bank checking or savings account. If you have additional questions about Popmoney, please contact our Customer Support team at **888.228.2265**.

**Q:** What is Popmoney?

**A:** Popmoney is an electronic payment option that provides you with the convenience of sending money to virtually anyone you know or owe directly from your bank account. You no longer need to visit an ATM to get cash or write a check to make a payment. Recipients simply need to have an eligible US transaction account. Popmoney users have three options:

- 1. Send Money:** All you need to send money is the recipient’s email address, mobile phone number, or bank account information (bank routing number, account number, and account type), it’s really up to you. Your recipients will receive an email or text message letting them know they’ve been sent money, as well as the necessary steps to have the funds deposited directly into their own bank account. The recipient has ten days to deposit the funds. After ten days the transaction will be canceled and the funds will be credited back to your account.
- 2. Receive Money:** As a recipient, when you receive a payment from another Popmoney user, you’ll get an email or text message telling you someone sent money and the steps necessary to have the funds deposited directly into your own bank account. You have ten days to deposit the funds. After ten days, the transaction will be canceled and the funds will be credited back to the sender’s account.

**3. Request Money:** You can also request money from another person. Recipients will receive a request for money via text message or email and will be provided with the steps necessary to send you money. Recipients have 30 days to respond. After 30 days, the request will be cancelled by Popmoney®.

**Q:** How can Popmoney be used?

**A:** There are a lot of good ways to use Popmoney:

- Reimburse a friend when you split the bill
- Take up a collection for a special event
- Send money to children at college
- Pay your babysitter, lawn care provider, or cleaning service
- Pay club or association dues
- Send birthday, holiday, or special occasion gifts
- Set up future-dated payments and recurring payments

**Q:** Who can use Popmoney?

**A:** Anyone using Citizens Business Bank's Personal Online Banking with Bill Payment service or the Mobile App for Personal Banking can use Popmoney. Popmoney is also available to non-customers through other financial institution's bill payment services and through [www.Popmoney.com](http://www.Popmoney.com).

**Q:** How do I access Popmoney?

**A:** Popmoney is a feature of your Online Banking and Mobile Banking Bill Payment service. When you are enrolled in Bill Payment you also have access to Popmoney. In Online Banking, users go to their primary account, click on the Bill Payment tab and a Popmoney option will be visible in the main menu. In the Mobile App for Personal Banking, a Popmoney tab will appear next to the Payments tab in the main menu.

**Q:** What is the difference between paying someone using Popmoney and Bill Pay?

**A:** When you send a payment through Popmoney, it is sent electronically. When you pay a person using Bill Payment, a paper check is printed and mailed. Because Popmoney is electronic, there are a number of advantages over Bill Payment for you and your recipient:

- Faster receipt of payment
- The recipient won't need to deposit a check
- The sender only needs the recipient's mobile number or email address
- Both the sender and recipient receive update notifications throughout the payment process

**Q:** How secure is Popmoney®?

**A:** From the moment a Popmoney payment is initiated, it is encrypted using industry leading software, hardware and algorithms. Layered security is also utilized at specific points and actions throughout the transaction process. For example, every initial payment to a new email address or mobile phone number includes a one-time passcode sent to the recipient. The recipient must provide that passcode back to Popmoney to verify the ownership of that mobile number or email address before the payment can be deposited.

**Q:** How do I send money with Popmoney?

**A:** As a Bill Pay user, simply log in to Personal Online Banking or Personal Mobile Banking. Online Banking users can navigate to their primary account, click on the Bill Payments tab in the main menu and select Popmoney from the Bill Payment main menu. Mobile App users can select the Popmoney tab from the main mobile menu. Users will be taken to the Send Money page and can follow the instructions to send a payment. If you have any questions during the process, click Help at the top of the Bill Pay screen for more information.

**Q:** Is there a minimum payment amount for Popmoney?

**A:** Yes, the minimum payment amount is \$5.00.

**Q:** Are there payment transaction limits for Popmoney?

**A:** Yes, Popmoney limits are system generated, based upon a number of criteria. Your limit is displayed in Popmoney when entering a recipient and an amount.

**Q:** What information do I need to send money when using Popmoney®?

**A:** All you need is the recipient's name and email address or mobile number, which will be used to provide notification of the payment and instructions for collection. Alternatively, if the recipient provides their account information, funds will be sent directly to their account, which eliminates the additional steps required to collect the funds.

**Q:** What are the differences between sending money by Popmoney using an email or mobile phone number, and sending money using bank account information?

**A:** When a recipient's email address or mobile phone number is used, there is no need to obtain the recipient's bank account information. When the recipient receives an email or text alert, they can designate which account the funds should be deposited into. Optionally, when using a recipient's bank account information, funds are directly deposited into recipient's accounts and no further action is required by the recipient.

**Q:** Will my account information be shared with the recipient?

**A:** No, the recipient will only see your first name, last name, and the message you wrote for the payment. When you send a payment to an email address, the recipient will also see your email address. Similarly, you will not be able to see the recipient's account information unless they provide it as a payment option.

**Q:** How fast can I send and receive money with Popmoney?

**A:** With Popmoney, the sender is in control of payment velocity and, in general, transactions take one to three business days. If the sender has selected 3-Day or Standard delivery, the recipient will receive funds three business days after accepting the payment. If the sender has selected Next Day delivery, the recipient will receive funds one business day after accepting the payment. If you are sending money to a Popmoney user who has selected the Automatic Deposit option, funds will be available the next business day. Funds will also be available on the next business day if you are using the recipient's account information.

It's important to note that recipients must register with Popmoney®, which may delay the time it takes an initial payment to that recipient to be deposited. Also, if a sender tries to send a next day payment and has exceeded their next-day payment limit, the payment will be processed within three business days. Sender limits can be checked by clicking the Help icon on the Send Money screen in Popmoney.

**Q:** What is a Popmoney Automatic Deposit?

**A:** Automatic Deposit is the fastest and easiest way to receive money. It allows recipients to designate one account for automatic deposit of incoming Popmoney payments. When a Popmoney automatic deposit is made, the recipient receives an email or text message confirmation. This can be set up in Popmoney under Automatic Deposit Settings and Preferences.

**Q:** Can I send money to someone who isn't a Popmoney customer?

**A:** Yes, payments can be sent to anyone with an eligible US bank account; however, recipients must be enrolled with Popmoney for the payment to be processed. If Popmoney is available through the recipient's financial institution, enrollment is quick and easy. Otherwise, recipients can go to [www.popmoney.com](http://www.popmoney.com) where two options are provided, "Quick Deposit" and full enrollment. The Quick Deposit feature allows recipients to deposit their payment without going through the full enrollment process. However, the full enrollment process takes just a few minutes and is a convenient way to ensure future payments are processed automatically.

**Q:** When will the funds be deducted from my account?

**A:** Next Day and Standard (3-Day) payments must be submitted on a business day by the corresponding deadline for funds to be debited from your account that day. Next Day payments have a deadline of 7:00 p.m. (PT) and Standard (3-Day) payments have a deadline of 10:00 p.m. (PT). Payments made after the deadline or on a non-business day will be debited from your account the following business day.

**Q:** How do I deposit funds sent to me through Popmoney?

**A:** If someone has sent you a payment through Popmoney®, you will receive an email or text with information on how to collect the payment. If you are a Citizens Business Bank Personal Online Banking or Mobile App for Personal Banking customer:

- Log in to Personal Online Banking
- Go to the Bill Payment page
- Click on the Popmoney tab in the main menu
- Go to the Overview tab and view the payments you have received under the To Do list
- Click on Deposit and follow the instructions on your screen to collect the payment

**Q:** How much does Popmoney cost?

**A:** Popmoney fees vary depending on payment velocity and are only charged at initiation (send money or request money). No fees are charged to the recipient. Please see your Citizens Business Bank Personal Banking Products General Fees brochure or contact your branch for additional information.

**Q:** What happens when a Popmoney payment expires?

**A:** A recipient has 10 business days from the Send Date to collect or deposit the funds. If the payment is not collected within that time, the payment will be canceled and funds are returned to the sender.

**Q:** Do I pay a fee if my payment expires and is canceled by Popmoney?

**A:** No. Although a fee is charged at the time a payment is initiated, the original payment amount and corresponding fee will be returned to your account if the recipient does not collect the payment and it is canceled by the system.

**Q:** Which accounts can I use to send money through Popmoney?

**A:** You can use your checking, savings, or money market accounts. Keep in mind that Popmoney transactions will count toward your monthly savings or money market account transaction limits.

**Q:** Which accounts can I use to receive money through Popmoney®?

**A:** Eligible accounts include checking, savings and money market accounts.

**Q:** How do I sign up for Popmoney?

**A:** If you already have Personal Online Banking and Bill Payment, Popmoney will appear as an additional tab automatically in your Bill Payment service. Click the Popmoney tab and a Welcome page will appear. Select Get Started to enroll in Popmoney.

If you have Online Banking but have not yet enrolled in Bill Payment, log in to Online Banking, select the primary account you would use with Bill Payment and Popmoney, and select the Bill Payments tab from the main menu. Simply follow the provided steps to enroll. If you don't have Online Banking, go to [www.cbbank.com](http://www.cbbank.com), select Account Login in the upper left of the page and click on Personal Online Banking. Select Enroll Now above the Login ID and complete the steps to enroll in Online Banking. Afterward, follow the steps above to enroll in Bill Payment and Popmoney.

**Q:** Can I stop a Popmoney payment that I've sent?

**A:** You'll have the option to stop a payment in Pending status up to the time that the payment has been deposited into the recipient's bank account. If a payment can be stopped, a pop-up message will advise you that the payment will be stopped and the payment amount will be credited back to your account. The original fee, however, will not be credited back.

**Q:** Why should I send a personal message to my Popmoney recipients?

**A:** A personal message assures recipients that the Popmoney payment is from someone they know. It also lets them know the purpose of the payment.

**Q:** Should I inform my recipients that I'm using Popmoney to pay them?

**A:** It's a good idea to let your recipient know the first time you use Popmoney so they know what to expect. They will get an email or text message that tells them how to proceed in order to accept a Popmoney payment.

**Q:** How will I know if someone sends me money using Popmoney?

**A:** You'll receive an email or text with instructions on how to collect the payment. If this is your first time receiving a payment using Popmoney, you'll need to register your email address or mobile phone number in online banking.

**Q:** Can I create a payment with a future date?

**A:** Yes, Popmoney® allows you to schedule one-time or recurring future payments.

**Q:** Can I request money from multiple contacts at one time?

**A:** Yes. You can request money from multiple contacts by entering their phone numbers or email addresses in the “From” field. You can also request and specify different amounts from different people in the same request.

**Q:** How long does it take to receive funds in my account when I send someone a Request Funds?

**A:** Your account will be credited three business days after the recipient pays against the request. Keep in mind that the recipient must be registered with Popmoney, so an initial Request Funds from a recipient may take a little longer. Note that if a Request Funds is not acted upon within 30 days, the request will be canceled by the system.

**Q:** Which features are available through Online Banking versus Mobile App?

**A:** Popmoney functionality differs depending on how service is accessed.

**Online Banking/Bill Payment Portal:**

- Send Money (1-day)
- Send Money (Standard/3-day)
- Request Money

**Online Banking Overview Page/Bill Payment Quick Access Window**

- Send Money (Standard/3-day)

**Mobile App**

- Send Money (1-day)
- Send Money (Standard/3-day)

**Q:** Can accounts be added from other financial institutions to my Citizens Business Bank Popmoney profile?

**A:** You can only add Citizens Business Bank accounts to your Citizens Business Bank Popmoney profile.



**Q:** Does Popmoney® retain a record of my recipients?

**A:** Yes.

**Q:** If a recipient loses their phone after being sent a payment, how can the sender change a payment's method of notification?

**A:** As long as the payment is still in Pending status it can be stopped or canceled.

**Q:** Are there any types of payments that cannot be made through Popmoney?

**A:** The following are some of the prohibited types of payments that cannot be made.

Please see the Bill Payment/Popmoney Terms and Conditions for a complete list.

Prohibited payments include but are not limited to: a. Payments to or from persons or entities located in prohibited territories (including any territory outside of the United States); and b. Payments that violate any law, statute, ordinance, or regulation; and c. Payments related to: (1) tobacco products, (2) prescription drugs and devices; (3) narcotics, steroids, controlled substances, or other products that present a risk to consumer safety; (4) drug paraphernalia; (5) ammunition, firearms, or firearm parts or related accessories; (6) weapons or knives regulated under applicable law; (7) goods or services that encourage, promote, facilitate, or instruct others to engage in illegal activity; (8) goods or services that are sexually oriented; (9) goods or services that promote hate, violence, racial intolerance, or the financial exploitation of a crime; (10) goods or services that defame, abuse, harass, or threaten others; (11) goods or services that include any language or images that are bigoted, hateful, racially offensive, vulgar, obscene, indecent or discourteous; (12) goods or services that advertise or sell to, or solicit others; or (13) goods or services that infringe or violate any copyright, trademark, right of publicity, or privacy or any other proprietary right under the laws of any jurisdiction; and d. Payments related to gambling, gaming and/or any other activity with an entry fee and a prize, including, but not limited to casino games, sports betting, horse or greyhound racing, lottery tickets, other ventures that facilitate gambling, games of skill (whether or not it is legally defined as a lottery) and sweepstakes; and e. Payments relating to transactions that (1) support pyramid or ponzi schemes, matrix programs, other "get rich quick" schemes, or multi-level marketing programs, (2) are associated with purchases of real property, annuities or lottery contracts, lay-away systems, off-shore banking or transactions to finance or refinance debts funded by a credit card, (3) are for the sale of items before the seller has control or possession of the item,

(4) constitute money-laundering or terrorist financing; (5) are associated with the following “money service business” activities: the sale of traveler’s checks or money orders, currency dealers or exchanges or check cashing, or (6) provide credit repair or debt settlement services; and f. Tax payments and court ordered payments. In addition to the above-referenced prohibited payments, we may also block and/or reverse payments that involve donations or payments to an unauthorized charity or non-profit organization, unless we have performed appropriate due diligence on and investigation of such charity or nonprofit organization and have determined its legitimacy, in our sole discretion.

**Q:** How far in advance can payments be future dated?

**A:** You can send money up to 365 days in the future from the current date.