



## FAQs

### Q: What is Popmoney?

**A:** POP stands for Pay Other People. Popmoney is an innovative payment service offered by leading financial institutions that eliminates the hassles of checks and cash. Now, sending and receiving money is as easy as emailing and texting. Best of all, you can use your current checking account.

### Q: How do I access Popmoney?

**A:** Popmoney is part of Bill Pay within Online Banking, under the “Payments” tab. Only personal checking accounts will have access to Popmoney.



### Q: Is Popmoney a secure product?

**A:** Popmoney is highly secure. Using industry leading software, Popmoney is encrypted from the moment information is sent to the time it is received.

### Q: What are the limits in Popmoney?

**A:** Transaction limits and Delivery limits are set by Popmoney. If you exceed the Next Day Service limit your payment will be sent using Standard 3-Day Service. In addition, scheduled and recurring payments are always sent using Standard 3-Day Service. Chelsea State Bank does not have the option to increase or decrease these limits. Once a receiver has been selected, additional limit information can be retrieved by clicking on the question mark.

Overview Send Money Activity Contacts Preferences **popmoney**

Payment Information (\* = required)

From \*

To \*

Amount \*  Send Date \*

Make this a Recurring Payment

Add a note to this transaction

On the next screen, you'll have the chance to confirm all your payment details.

Popmoney Help

- [What is Popmoney?](#)
- [How Popmoney works?](#)
- [What are the fees?](#)
- [What are the different ways I can send money to someone?](#)
- [FAQs](#)

**Q: What is the fee to use Popmoney?**

**A:** There is a 50¢ per transaction fee. Your account will reflect a single debit of the amount sent plus the fee.

**Q: When will my account be debited?**

**A:** Your account will be debited on the payment date. The receiving individual does not have to claim the payment for your account to be debited.

**Q: What if my payment goes unclaimed?**

**A:** Popmoney will return your payment and the fees that were collected 2 business days after it expires.

**Q: What is the cut off time for sending a payment?**

**A:** For a Next Day Service the cut off time is 10:00pm EST. For a Standard 3-Day Service the cut off time is 1:00am EST.

**Q: How will my receiver be notified that I have sent them money?**

**A:** They will receive a payment notification on behalf of the sender either by email or text message depending on the method chosen by the sender. They must accept the payment within 10 days.

**Email address:** they will receive an email with instructions on how to direct the payment into their bank account.

**Mobile number:** they will receive a text message on the sender's behalf with instructions on how to direct the payment into their account. Following the link within the text message provides an option to download an iPhone or Android app or proceed to the full site. If they don't respond in 3 days, they will receive a text message reminding them to act on the payment notification. Standard Message and Data rates may apply.

**Bank account information (routing and account number):** the money will be directly deposited into their bank account. The sender may choose to notify the receiver by sending them an email.

**Q: How much payment history will be available?**

**A:** Currently, all payment history is accessible indefinitely.

**Q: Why can't I update contact information?**

**A:** You will be unable to make any changes if there are any Pending or In-Progress payments scheduled for that contact.

**Q: If my bill pay account is frozen, will this also freeze Popmoney?**

**A:** Yes, you will be unable to access Popmoney if your bill pay account is frozen.