



CornerStone Popmoney®

Questions and Answers

How does Popmoney® work?

Popmoney allows you to send money to friends, family or anyone at all.* Simply log into your online banking account at www.cornerstonebankva.com. After you enter your Eligible Transaction Account information, you can send or request money from your contacts. They will be notified by email or text message that you wish to send money or are requesting money from them. You and your contacts will never need to exchange financial account information.

** Terms and conditions apply*

What kind of payment accounts can I use with Popmoney®?

You can use any Eligible Transaction Account. An "Eligible Transaction Account" is a transaction account from which your payments will be debited, your Popmoney® service fees will be automatically debited, or to which payments and credits to you will be credited. You can send money from a direct deposit account such as a checking, savings or money market account. You can deposit money into a direct deposit account, such as a checking, savings or money market account.

What are different ways I can send money to someone?

You can send money using a recipient's:

- Email address: your contact will receive an email with instructions on how to direct the payment into his or her Eligible Transaction Account.
- Mobile number: a text message will be sent to the recipient with instructions on how to direct the payment into his or her Eligible Transaction Account. If the recipient does not respond to the payment notification after 3 days, a reminder text message will be sent reminding him/her to act on the payment notification.
- Eligible Transaction Account information (routing and account number): money will be directly deposited into your contact's Eligible Transaction Account. You will also have the option to send the contact an email.

When will the recipient receive the funds?

The timing to receive the funds depends on the type of account used to make the payment. The delivery speed will be displayed when you schedule the payment. It could take additional time if your contact has not used Popmoney® or will have to log in and accept the payment. If you are sending the payment notification through email and your contact wants to collect the funds into an Eligible Transaction Account, she/he must provide his/her Eligible

Transaction Account information by 10 PM Pacific Time in order to receive the funds the next business day.

How much money can I send or receive?

Transactions are limited to \$1,000.

How much does it cost to send and/or receive money?

The cost for each transaction is \$.75 for 3-day availability and \$1.50 for next day availability.

How will I know if someone sends me money using Popmoney®?

If the sender sends the money using your email address or mobile phone number, you will receive an email or text message with instructions on how to deposit the payment into your Eligible Transaction Account. If the sender uses your Eligible Transaction Account information, the money will be deposited directly into your Eligible Transaction Account. In that case, you will only receive a notification if the sender enters an optional message when submitting the payment.

When will funds be available in my account?

Your funds will be available as early as one business day from the date that you provide your Eligible Transaction Account information. You will receive a confirmation email when the credit is sent to your bank account with the date the funds will be in your account.

What are the different ways I can request money from someone?

You can request money from someone using their:

- Name and email address: your contact will receive an email with instructions on how to pay the request.
- Name and mobile number: a text message will be sent to the recipient on your behalf with instructions on how to pay the request.

When will I receive the funds I request?

The person you requested money from has to sign up with Popmoney®, if not registered already. Once he/she has signed up successfully and pays against the request, you should receive the payment within three business days. The payment will be deposited into the Eligible Transaction Account you selected when sending the request.

Do I pay a fee if my request is not paid?

No. A fee will be deducted only if you receive a payment. No fee will be charged if the request is not paid.



MEMBER
FDIC



◆ CornerStone *Cares* ◆

www.cornerstonebankva.com