

What is an INTERAC® e-Transfer?

An INTERAC® e-Transfer allows you to send money by email from your Access Credit Union account in Online Banking to any other person who has an email address and an account at a Canadian credit union or bank.

Sending e-Transfers

Is sending money by email secure?

Sending money by email is secure! You create a shared security question, so that only the recipient can deposit the money. The money never actually travels by email: it's deposited directly into their account when the recipient deposits their money.

How long does it take to receive money by email?

It can take 15 minutes or longer for an INTERAC® e-Transfer to arrive at a recipient's email address. The amount of time depends on the recipient's email system as well. The money is withdrawn from your account immediately.

How much does it cost to send an INTERAC® e-Transfer?

There is a \$1.00 fee for sending an e-Transfer. Receiving e-Transfers is free for Access members. Standard text messaging and data rates may apply, depending on your provider and plan. Some of our account packages include e-transfers at no charge.

How do I register for INTERAC® e-Transfers?

Registration is free and easy!

Log in to Online Banking and go to the Transfers page. Click the "INTERAC® e-Transfers" link and follow the instructions on the screen to create your profile and your recipients list.

You can begin to use INTERAC® e-Transfer as soon as you have created your profile and your recipients list.

Who can use INTERAC® e-Transfer?

INTERAC® e-Transfers can be used by anyone who uses Online Banking and can withdrawal from an account.

Can I cancel an INTERAC® e-Transfer?

You can cancel an INTERAC® e-Transfer in Online Banking if the recipient has not deposited the money already. The money will be automatically deposited back into your account. If you don't have an account package that includes e-transfers at no charge then the \$1.00 service charge will not be refunded upon cancellation.

How do I cancel an e-Transfer?

You can cancel an e-Transfer only after the recipient has received the notification but before the recipient has accepted the funds.

To cancel an e-Transfer:

- Sign in to online banking
- Click Transfers and choose Pending Interac e-Transfers
- Find the transfer you wish to cancel and click the Cancel button on the right.
- Choose the account in which to deposit the reclaimed funds.
- Click Continue.
- Review your information and click Confirm to stop the transfer.

How do I check the status of e-Transfers?

Go to the Pending Interac e-Transfer page, which shows all active e-Transfers. To see completed transfers, visit the e-Transfer History page.

What happens if the money I sent isn't deposited?

A recipient has 30 days to deposit money that you sent to them by email. During that 30 days you can send reminder emails to the recipient from within Online Banking.

If, after 60 days, the recipient has not deposited the money you emailed to them the money will be returned to your account. It can take up to 7 business days after the 60 day expiry to receive the money back into your account.

Are there limits on how much I can send by INTERAC® e-Transfer?

For your protection there are limits placed on how much a person can send by INTERAC® e-Transfer.

<i>Per transaction</i>	<i>Send</i>	<i>\$3,000</i>
	<i>Receive</i>	<i>\$10,000</i>
<i>Weekly</i>	<i>Send</i>	<i>\$10,000</i>
	<i>Receive</i>	<i>\$70,000</i>
<i>Monthly</i>	<i>Send</i>	<i>\$20,000</i>
	<i>Receive</i>	<i>\$300,000</i>

What if I haven't used my account for 6 months or more?

If an account is inactive or dormant (not used in 6 months or more), e transfers and deposits will not be accepted. The credit union must be contacted to place your account into active status. When people try sending e-transfers on an inactive account it appears as if it goes through, but in reality it does not and the credit union will manually put the funds back into the members' accounts.

Can I send money by email from a branch?

No. For security reasons you can only send money by email from Online Banking.

Can I send money by email to someone outside of Canada?

Money sent by email must be in Canadian dollars, and it must be deposited into a Canadian account. You cannot send money by email to someone who does not have a Canadian account and Online Banking access at their bank or credit union.

What should I use for my security question?

Each time you set up an Interac e-Transfer recipient, you'll be prompted to create a unique security question and answer for that recipient—this question will accompany any e-transfer you send to this recipient as a security measure. They'll need to know the answer before they can access the money you've sent to them. The best way to communicate the answer to the recipient is by phone or in-person.

Guidelines for the security answer:

- Must be one word
 - Must not contain any blank spaces
 - Must be between 6 – 25 characters
 - Must not contain special characters (i.e. \$, #, @, &, etc)
 - The answer is not case sensitive and both letters and numbers are accepted
- If the answer is a date, the format is dd-mm-yyyy (i.e. 22-03-2011)

What happens if the recipient doesn't answer the security question correctly?

The sender will receive an email or text message notifying them that the recipient failed to answer the security question correctly. The email or text message will also contain instructions for reclaiming and depositing the funds.

Can a recipient decline to deposit the money?

A recipient can decline to deposit the money that is sent to them in an INTERAC® e-Transfer. The sender will receive notification by email that the money has been declined and the sender can then follow instructions in the email to deposit the money back into their account.

Receiving e-Transfers

Can I receive money by email, too?

Yes. If you receive an INTERAC® e-Transfer follow the instructions in the email. When you are redirected to the “Certapay” site (Certapay processes these transfers for INTERAC®) select Access Credit Union from the list of credit unions. You will then be prompted to log in to Online Banking to answer the security question and choose the account you want to deposit the funds into. Once you’ve completed these steps the money will be deposited into your account immediately, without a hold.

How will I know if I’ve received an e-Transfer?

If the e-Transfer has been sent via email, the recipient will receive an email message with the subject line “Interac e-Transfer from (Name of Sender).”

When someone sends an e-Transfer via text messaging a text message from 100001 with the message “(Name of Sender) sent you an Interac e-Transfer” will be received.

Both messages will contain instructions to complete the transaction.

If you’re expecting to receive an e-Transfer and don’t see it in your inbox be sure to check your spam/junk folder.

I want to send funds to someone but their financial institution does not have e-Transfers. Can I still send an e-Transfer?

Yes, if the recipient is registered for online banking with their financial institution. When they receive the notification of the e-Transfer, they will have to register with Interac by following the link sent with the notification. They will have to provide their banking information to Interac to complete the transaction.

Deposits to individuals whose financial institutions don’t offer e-Transfers usually take four to six business days to process. An Interac fee will be deducted from the funds being transferred. Please check with the recipient’s financial institution to confirm the fee amount and adjust your transfer accordingly.

Autodeposit

What is Autodeposit?

Autodeposit allows a recipient to register their email address with Interac to receive funds directly into an assigned account without needing to answer the usual security question. When sending an Interac e-Transfer, the sender is made aware in online banking that the recipient is registered for Autodeposit. Transfers sent to the Autodeposit registered email address will be automatically deposited into the assigned account.

Can I link my cell number for autodeposit?

At this time only email addresses are available to be registered for Autodeposit for receiving Interac e-Transfers.

The account is closed that was registered for Autodeposit, will funds continue to be deposited into the account?

No, if the account is closed funds will not automatically be deposited. The Autodeposit registration will be deactivated and funds can only be deposited by answering the security question and selecting an account.

Why is it required to answer the Security Question and Answer if registered for Autodeposit?

Not all Financial Institutions have the ability to send funds to registered recipients who have the Autodeposit feature turned on. In those cases where the FI does not support Autodeposit, recipients will need to select their FI and answer the security question to receive the funds.

Are there different limits when sending an Interac e-Transfer to a recipient that is registered for Autodeposit?

No, the Autodeposit feature of Interac e-Transfer has the same existing limits for sending and receiving funds. Limits may vary by transaction and Financial Institution.

How many email addresses can be registered for the Autodeposit feature?

Personal members can register up to 5 email addresses with each e-Transfer profile for the Autodeposit feature. An email address can only be registered at one Financial Institution at a time.

Can the email address registered for Autodeposit be changed?

In the Autodeposit Settings in online banking the email address registered for Autodeposit may be edited or deleted. If the email address is edited, the revised email address will need to be confirmed with a verification email the same as the original registration.

How long will it take for the money to be received by the recipient with Autodeposit?

Money being sent to a recipient registered with Autodeposit will take the same time as a regular Interac e-Transfer transaction. Most transfers will be sent in near real-time to within 30 minutes. Once the Interac e-Transfer notification arrives, the recipient will have instant access to the money.

Can an Interac e-Transfer be cancelled if it is sent to a recipient registered for Autodeposit?

Transfers can be cancelled if they haven't already been deposited. To cancel an Interac e-Transfer transaction login to online banking at www.accesscu.ca and locate the transfer in the Interac e-Transfer Pending Transfers list. If the transfer has a "cancel" link beside it then the deposit can be cancelled, if not then the funds have been deposited.

Is the Autodeposit registration permanent?

Autodeposit registrations are permanent as long as the registration remains active. Autodeposit registrations require at least one e-transfer received automatically in a year to remain active.

Request Money

What is Request Money?

Request Money allows an individual or business to have one of their recipients send them money via their online banking. Money can be requested by sending an email or SMS text message to any individual or business in Canada.

When the request is accepted and money is transferred, the 'requestor' is provided a notification once the funds are deposited into the account selected as part of the original request.

Can these Money Requests be used by fraudsters for phishing?

Notifications from Interac via SMS or email for Send or Request Money transfers could be utilized for phishing purposes. Since phishing is generally used to gather online banking credentials, we strongly recommend that you advise your members to only respond to Interac notifications from senders they know. Interac does provide the legal name of individuals and businesses for Request Money transfers in their notifications which can help determine if the notification is legitimate. If a notification is received that is questionable or suspicious, do not click any links in the email or SMS text message and report it to phishing@interac.ca

Are there limits for requesting money using Interac e-Transfer?

Each Financial Institution will have their own limits for e-Transfers. The Request Money fulfillment limit will reflect the single transaction limit, if the request for money is more than the single transaction limit, separate e-Transfers will be required to be sent up to the additional e-Transfer limits available for the person fulfilling the request. When the request is fulfilled, the requestor's receiving e-Transfer limits will be reviewed prior to depositing the funds to ensure the receiving limits are adhered to.

Is there a fee for Request Money? Who pays the fee?

The fee for the Request Money option is the same as the current e-Transfer fee. Whoever initiates the request for funds will pay the fee once the request has been fulfilled and funds have been deposited. The member fulfilling the request will not be charged.

Can an initiated money request be edited or cancelled?

Yes, the initiated money request can be edited or cancelled by logging into online banking and accessing the Interac e-Transfer Pending Transfers list. If the money request is listed with an "edit" or "cancel" link than the actions can be taken.

Once the request has been fulfilled, how long will it take to receive the money?

Money being sent in response to a request for money will take the same time as a regular send Interac e-Transfer transaction. Most transfers will be sent in near real-time to within 30 minutes. Once the Interac e-Transfer notification arrives, the member will have instant access to the money.

Are there reminder notifications for outstanding money requests?

Yes, outstanding requests have automated reminder notifications that are sent to the recipient. The requestor can also manually re-notify the recipient as a reminder. To do this, login to online banking and select the Interac e-Transfer transaction from the Pending Transfers list to "resend notification".

Can a request for money be declined?

Yes, a request for money may be declined by selecting a decline option within the notification or on the Interac page showing details of the request. If the member provides a reason for declining the request, this information is conveyed to the requestor.

Can a recipient of a money request block the requestor from requesting funds from them in the future?

Yes, a recipient of a money request can opt-out of receiving future requests from a particular requestor, or of the service completely by selecting the opt-out option from the initial request notification email.

How can someone see who they have blocked receiving requests from?

On a request email notification there is a link available that allows the initial recipient to see who they have blocked from sending requests for money. An Interac web page will be displayed showing the list of email addresses that the member

has blocked. If the request emails have been deleted, go to <http://interac.ca/managepreferences> to have interac send an email where the info can be accessed.

How long will it take for the money to be received by the requestor?

Money being sent in response to a request for money will take the same time as a regular Interac e-Transfer transaction. Most transfers will be sent in near real-time to within 30 minutes. Once the Interac e-Transfer notification arrives, the member will have instant access to the money.