



## Frequently Asked Questions

evolve Federal Credit Union introduces Interbank Transfers

### **What are Interbank Transfers?**

This service allows you to transfer funds between your linked personal deposit accounts at evolve FCU and certain deposit accounts at other financial institutions. An inbound Interbank Transfer moves funds into your account at evolve FCU. An outbound Interbank Transfer moves funds from your account at evolve FCU to an account outside of evolve FCU.

### **How do I start using Interbank Transfers?**

Eligible accounts with an ePriority Checking Account, will see the Interbank Transfers option when logging into eHome Banking. Clicking on the Interbank Transfers menu will get you started. If you have an ePriority Checking account and do not see the Interbank Transfers menu, please call our Service Support Center at (915) 593-5866 for assistance.

### **Can I link my evolve Money Market account?**

No, we limit Interbank Transfers to your Complete Savings and ePriority Checking accounts.

### **What are the limits on outbound Interbank Transfers?**

The daily limit on outbound Interbank Transfers is 3. The daily outbound amount limit is \$1,500.00.

### **What are the limits on inbound Interbank Transfers?**

There is no daily limit on the number of inbound Interbank Transfers you can conduct, however, the daily inbound Interbank Transfer amount limit is \$2,500.

### **How many external accounts can I link using Interbank Transfers?**

The maximum number of external accounts you can link is 6.

### **How long does it take for a transfer to take effect?**

In general, a one-time immediate Interbank Transfer scheduled to occur on today's date will credit/debit on the next business day if scheduled before the cutoff time. Interbank Transfers established after the cut off time post in two business days. The cutoff time for initiating Interbank Transfers is 6:30 P.M. MST which means that any Interbank Transfers after that time will not process until the next business day. Please note, this time-frame is affected by the internal processes of your other financial institution and their respective cutoff times. In the case of future dated or recurring Interbank Transfers, these time limits will be the business day following the scheduled date of the Interbank Transfer.

### **Can I cancel a transfer?**

Request for immediate Interbank Transfers of funds cannot be cancelled\*. Future dated and recurring Interbank Transfers can be canceled by 6:30 P.M. MST the day prior to the scheduled transfer date. If the transfer status is In Process, Pending, or Processed, you cannot cancel the transfer.

*\*Interbank Transfers are processed by Enterprise Payment Solutions, a division of ProfitStars, a Jack Henry company.*