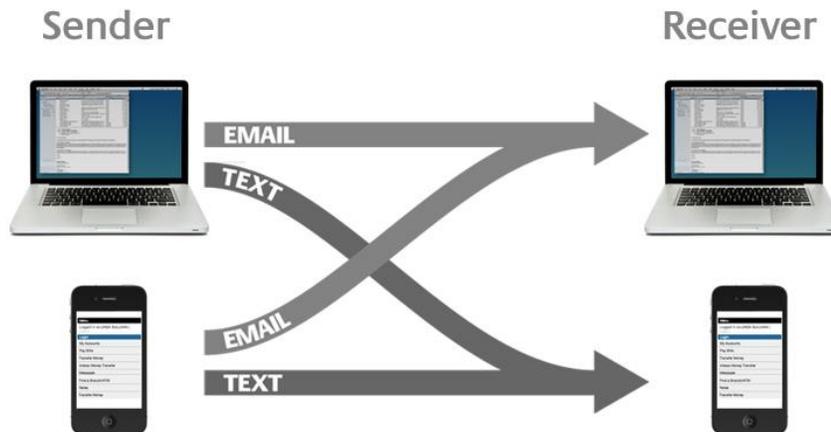


FAQs – Interac® e-Transfers

What is an INTERAC® e-Transfer?

INTERAC® e-Transfer, formerly known as INTERAC® Email Money Transfer, is a fast and secure way to send or receive money with your mobile phone and/or email address.

In addition to an email address or mobile phone number the only thing you need is a Canadian deposit account. The service uses email and/or text message to notify the recipient that a transfer has been sent and best of all, you don't have to share financial account information – participating financial institutions transfer the funds using established and secure banking procedures.



Is an INTERAC® e-Transfer for mobile as secure as email money transfers?

Yes, INTERAC® uses the same security measures for mobile as email transfers. You are not sending money by email or text message; only the notification travels over the Internet to advise the recipient that the transfer has been initiated and to provide instructions on how to deposit the money. The money always resides safely at the financial institution, and is transferred through existing payment networks that financial institutions have used for years to settle cheques, bank machine deposits and withdrawals.

Security measures have been built into the system, including:

- Encryption technology
- Confidential user IDs and passwords issued by financial institutions
- Secure login process
- A security question to ensure only the intended recipient receives the money
- 128-bit browser encryption

Are there limits on the amount I can send and receive?

Like most financial transactions, there are limits on the amount you can send and receive. Each financial institution sets send and receive limits through online banking. Contact Prospera Credit Union for more details.

How can I send an INTERAC® e-Transfer?

All you need is access to online or mobile web banking at Prospera and the email address or mobile phone number of the person you are sending money to.

To send an INTERAC® e-Transfer using your computer (online banking):

1. Log into online banking at www.prospera.ca and go to "transfers".
2. Choose send INTERAC® e-Transfer. (Make sure the sender's profile has been created).
3. Select a recipient with an email address and/or mobile phone number. If recipient does not exist they can be added to the recipient list and a security question/answer determined for that recipient.

4. Key in the e-Transfer information including the account from which to withdraw the funds, a dollar amount, how to send it by email, mobile or both and an optional personal message.
5. Follow the instructions to confirm the information and complete the transfer.

To send an INTERAC® e-Transfer using a mobile app (iPhone or Android):

1. Open the app on your smart phone, log in and go to “transfers”.
2. Choose send INTERAC® e-Transfer. (Make sure the sender’s profile has been created).
3. Select a recipient with an email address and/or mobile phone number. If recipient does not exist they can be added to the recipient list and a security question/answer determined for that recipient.
4. Key in the e-Transfer information including the account from which to withdraw the funds, a dollar amount, how to send it by email, mobile or both and an optional personal message.
5. Follow the instructions to confirm the information and complete the transfer.

To send an INTERAC® e-Transfer using mobile web:

1. Log into mobile web banking at www.prospera.ca/m and choose INTERAC® e-Transfer.
2. Choose Send Money. (Make sure the sender’s profile has been created).
3. Select a recipient with an email address and/or mobile phone number. If recipient does not exist they can be added and a security question/answer determined for that recipient.
4. Key in the e-Transfer information including the dollar amount, how to send it by email, mobile or both, select the account from which to withdraw the funds and an optional personal message.
5. Follow the instructions to confirm the information and complete the transfer.

To send an e-Transfer on a mobile phone, you do not need to download or install any application. You just need a mobile phone with a desktop-class web browser which includes but not limited to:

Safari mobile browser found in iPhones and the iPod Touch
Blackberry Browser for the Pearl, Curve and Bold

If you haven’t signed up for online banking, please visit your branch today to sign-up.

How do I deposit an INTERAC® e-Transfer?

When someone sends you an INTERAC® e-Transfer, you will receive a notification via email or text message indicating a transfer has been sent to you. The notification includes information about the transfer including:

- Sender’s name
- Transfer amount
- Expiry date
- Message from the sender

The notification also includes links and directions to help you deposit your transfer to your bank account. Simply click the link in the notification, select your financial institution, login to online or mobile web banking and deposit the money into the account of your choice. If you cannot click on the link, either cut and paste or type your link into your browser.

If you don’t have access to online banking, visit your branch today to get signed-up.

Can business accounts use the “INTERAC® e-Transfer” feature?

This service is available for businesses on Business Online.

Can personal accounts with two or more signatures use the “INTERAC® e-Transfer” feature?

This service is NOT available for any personal accounts that require two or more signatures to perform transactions.

Is there a minimum dollar amount required to send an INTERAC® e-Transfer?

There is no minimum required to send an INTERAC® e-Transfer.

Are there any fees or service charges for members who use INTERAC® e-Transfer?

Members get the first 2 free INTERAC® e-Transfer per month and are charged \$1.00 for each INTERAC® e-Transfer thereafter.

How is an INTERAC® e-Transfer received by a recipient?

The recipient will receive an email or text message and will be able to follow the prompts. The money is taken from your account immediately.

Can I send an INTERAC® e-Transfer to anyone?

Yes, you have the ability to securely send money to anyone with an email address or mobile phone number and a Canadian deposit account.

If your recipient is a member of Prospera Credit Union or a customer of any of the Canadian Chartered Banks they will follow the link from the email and step through the instructions provided by CertaPay.

If you get an "invalid error message" when sending an INTERAC® e-Transfer?

When sending an INTERAC® e-Transfer to someone and you add a message in the comment field box, certain special characters may produce an invalid error message. Characters include: - , & , _ , # , % and various "bracket" types. Please do not enter these in the comment box.

How do I cancel an INTERAC® e-Transfer?

Providing the recipient does not accept the transfer, a member can cancel the INTERAC® e-Transfer by going to prospera.ca or prospera.ca/m, logging in, select INTERAC® e-Transfer, and choose the "pending e-Transfer" menu option. Select "cancel" for the transaction you wish to cancel. Once complete, the money will return to your account that the e-Transfer was sent from. There is no charge to cancel the transaction.

How long does a recipient of an INTERAC® e-Transfer have to deposit the money?

The recipient of an INTERAC® e-Transfer has 30 days to deposit the money. In that 30 day period the sender can send a reminder to the recipient from prospera.ca or prospera.ca/m to pick up the funds (located under the "pending e-Transfer" menu option).

After 30 days, the sender has an additional 30 days to cancel the transfer via prospera.ca or prospera.ca/m. Otherwise, Certapay will cancel it automatically (after that 30 day period) and the credit to the sender's account will happen manually through Payment Systems.

If someone puts the security question in wrong and gets locked out, how can you retrieve the e-Transfer?

The person that sent the e-Transfer will need to be contacted, and they will have to cancel it and send a new one.

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.

What happens if I close my account and I have autodeposit set up?

If you have an autodeposit set up for e-Transfer and you close your account, the deposit will then fail and the sender will be automatically notified.

What is Request Money?

Request Money is the ability to request money from a recipient through online banking via the Interac notification system. When the recipient of the Money Request logs into online banking and fulfills the request,

the recipient's account is debited immediately, and the funds are deposited directly to the requestor's account without the need to log into online banking to claim the funds.

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

There is a \$3000 limit when requesting money using Interac e-Transfer for both personal and business online banking.

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