

# vocality

## Community Credit Union

### External Transfer FAQs

#### What are “external transfers”?

An external transfer is an electronic transfer of money between financial institutions. An external transfer uses the ACH network to tell financial institutions that are part of the network to transfer money to individual accounts.

#### What is ACH?

ACH (or Automated Clearing House) is a network that is used to move money between financial institutions across the United States. The ACH system has been around since 1974 and is used by over 98% of financial institutions today. There were more than 29 billion ACH transactions made in 2021.

#### Have I used an external transfer before?

If you have ever received a direct deposit to your account, moved money from one financial institution to another, or paid a bill online, then you have made external transfers on the ACH network. These are just a few examples of common external transfers.

#### Why should I use external transfers?

External transfers are a more convenient and cost-effective method to transfer funds. Unlike wire transfers and over the phone payments that can incur fees, Vocality members are NOT charged a fee for external transfers made using the Vocality Mobile App.

External transfers process faster; typically, within one to three business days (Monday – Friday) after initial set-up. You can set up single or recurring transactions without the worry of missing payments.

#### How can I start using external transfers?

You can start using external transfers with your Vocality accounts through the Vocality Mobile App. To set-up your accounts for external transfers you will need to:

1. Input the information (account number, routing number, and account name) for the external account.
2. After receiving the trial deposits that were sent to the external account, enter them on the Vocality Mobile App.
3. Set up the external transfer (amount, timing, and frequency).

The set-up process can take up to one week to complete, so please plan ahead accordingly. You may need to contact your other financial institution to confirm the accuracy of your account information. Be aware that you will have to complete the set-up process for each account you would like to use for external transfers.

Follow these steps to set-up an external account for external transfers:

4. Tap the menu on the top left of the app screen.
5. Tap the ***Transfers*** option.
6. Tap ***Transfer to other institutions by adding an external transfer account.***
7. Tap ***Add External Account.***
8. Enter your Vocality online banking password for verification and tap ***Submit.***
9. Give your external account a name that will be used for identification inside the Vocality Mobile App, fill out the routing number and account number for your external account information, and tap ***Submit.***  
**NOTE:** Your routing number will show the name of the other financial institution just below that field if it was entered correctly.
10. You will see a message that two small deposits have been sent to your external account for verification. Tap ***Done.***  
**NOTE:** The deposits will take 1-3 business days (Monday – Friday) to arrive.
11. You will be taken to a screen where you can confirm the deposit amounts. At this point you will need to wait for the deposits to arrive in your external account. For now, tap the back arrow at the top left of the app screen or close the app while waiting for the deposits.
12. Once you have received the two small deposits follow steps 1 through 3 to get back to the external transfers screen. The external account you added will be listed on this screen. Tap the account name.
13. You will be taken back to the screen where you can confirm the amounts of the two small deposits sent to your external account. Enter the amounts and tap ***Confirm.***

With your external account confirmed, you are now ready to make external transfers.

1. Tap the ***Transfer*** icon on the main screen.
2. Tap ***To/From*** to select the external account and Vocality share you want to transfer between.
3. Tap ***Amount*** and enter the dollar amount to transfer.
4. To schedule a transfer in the future or make the transfer recurring tap ***More Options.*** By default, this is set to “Soonest available” Skip to step 7 for soonest available non-recurring transfers.
5. Tap ***Frequency*** to change how often the transfer reoccurs.
6. Tap ***Date*** to set the date of the transfer. This will be the date of the first transfer if it’s setup as reoccurring.
7. Tap ***Submit.*** You will see the Transfer submitted message. Tap ***Ok*** to finish.

## What are Trial Deposits?

To verify your non-Vocality account, we will send two trial deposits to verify that the information you provided is correct. You must complete this one-time process before you can transfer money from and/or make payments to your eligible Vocality accounts. Here is how it works:

1. We’ll make 2 micro-deposits to your non-Vocality account. The trial deposits will be deposited and withdrawn.

2. Check your non-Vocality account in 1-3 business days (Monday – Friday) to see the trial deposits and write down the exact amounts of the 2 trial deposits.
3. Sign into your Vocality account and enter the exact amounts of the trial deposits. We'll immediately verify this information so you can begin making transfers and/or payments to your eligible Vocality credit accounts (such as your eligible credit card, mortgage loan, auto loan, personal loan, and home equity loan accounts).

**NOTE:** We will email you complete instructions that you can print and save. During this process you will see 2 small deposits from Vocality to your non-Vocality account. You will also see a single withdrawal by Vocality in the amount of the 2 deposits.

You may now complete the External Transfer set-up and Trial Deposit verification for each account you would like to set-up for external transfers.

## When will my external transfers process?

External transfers can be initiated 7 days a week, but they will only process Monday – Friday. External transfers that are initiated after 3pm Pacific Standard Time (PST) will be processed on the following business day (Monday – Friday) after 3pm PST. If a recurring payment falls on a weekend day, the transfer will be initiated as scheduled and will process on the following business day at 3pm PST.

## Can I cancel my external transfers?

You can cancel any scheduled external transfer by using the Vocality Mobile App. Cancellations must be made before the cut off time on the day the transfer is scheduled to occur. Single external transfers that have already processed cannot be cancelled.

## What is the cut off time to alter scheduled transfers?

The cut off time to initiate, change, or cancel external transfers is any time prior to 3pm Pacific Standard Time on the day the transfer is scheduled to occur.

## Can I make my Vocality credit card payments with external transfers?

No, you may not use external transfers to directly make Vocality credit card payments. You may use external transfers to send money to your checking or savings accounts, and then use a regular (internal) transfer to make your Vocality credit card payment from one of those accounts.

Alternatively, you may use the “My Credit Card” tab in Online Banking to make payments from other financial institutions.

## Can I pay a different amount on my Vocality loan than the minimum due?

Yes, you can pay any desired amount. If your payment is above the minimum due, the total due will be applied to the next payment. Partial payments may not satisfy your minimum payment obligation.

Please see your account agreement and loan documentation for minimum required payments and due dates.

**For Mortgage Payments:** Please be aware that external transfers for mortgage payments can only be the full amount of the minimum payment due or more, but not for less. Payments for less than the payment amount will be rejected due to escrow requirements on mortgage payments. Any amount that exceeds the minimum amount due will be applied to your principal.

**NOTE:** If you are sending transfers to external financial institutions, please see their requirements and limits for accepting external transfers.

## Is there a limit to how much I can transfer?

There is a \$2,500 per day limit on external transfers. You can make multiple transfers per day, as long as the total amount transferred does not exceed \$2,500.

If you need to make a transfer that exceeds the daily limit, please contact a Member Service Representative to discuss your available options.

## Can I transfer funds to another Vocaity member?

Member to member transfers ARE available through Online Banking on our website: [vocalityccu.org](http://vocalityccu.org). Please contact a Member Service Representative if you need assistance.

Member to member transfers ARE NOT available on the Mobile App right now, but will be available at a later date. We will send out a message to our members when this feature is available.

## What happens if I transfer more money than is in my account?

If you try to make a transfer for more money than you have in your Vocaity account a message will appear below the "Amount" field when you enter the amount of the transfer that says "That's more than you have to transfer!". If you proceed with the transaction after receiving this notice your transaction may not process and you may be subject to a non-sufficient funds (NSF) fee. Please see the [Cost Recovery Schedule](#) for more details.

If you do not have available funds to satisfy a scheduled transfer request at the 3pm cut off time, please be aware that the transaction may not process, and you may be subject to a non-sufficient funds (NSF) fee. Please see the [Cost Recovery Schedule](#) for more details.

A transfer of non-sufficient funds that is originated from another financial institution may be subject to a Vocaity ACH NSF fee, and may also be subject to that institution's fee schedule, which is not controlled by Vocaity.

## Vocaity Community Credit Union

Garberville Branch: 757 Redwood Drive, Garberville, California

Ukiah Branch: 530 E. Perkins Street, Ukiah, California

[www.vocalityccu.org](http://www.vocalityccu.org) • 1-855-565-2012