

vocality

Community Credit Union

Member-to-Member Transfer FAQs

What are “member-to-member transfers”?

Member-to-Member transfers allows you to transfer funds to another Vocality account from your mobile phone using the Vocality Mobile App. This feature cannot be used to transfer to accounts you already have linked, or within your own account. You can make those transactions using the “Transfer” feature.

How many member-to-member transfers can I make per day?

You can make an unlimited number member to member transfers per day.

What info will I need to set up a transfer (and where can I find that info)?

To transfer funds to another Vocality member, you will need their name, account number, and account suffix. This information can be found on their account statements, and in the mobile app under “Details” section for each of their accounts. Please note that if a member uses nicknames in the mobile app or online for their accounts, their account suffix information will not appear.

How long does it take to make a member-to-member transfer?

Member-to-member transfers are instantaneous you select the “as soon as possible” option.

What is the deadline to edit or cancel a transfer?

Only scheduled transfers can be edited or canceled. Transfers can be edited or deleted (canceled) the day before it is scheduled to post.

Where can I see my scheduled transfers?

Your scheduled member-to-member transfers can be found on the “Member Transfers” section of the mobile app. The “Member Transfers” section of the mobile app can be found in the main menu in the upper left of your screen, or by clicking the “Member Transfers” button on your home screen.

What types of accounts I can transfer to?

You can transfer funds to another member’s Checking, Savings, Sub Savings, or Loan accounts.

Troubleshooting:

If you encounter technical difficulties while setting up a member-to-member transfer (such as a blank screen that will not load), you can resolve the issue by going back to the dashboard and then relaunching the “Member Transfers” page from the main menu in the upper left corner of the mobile app.

Vocality Community Credit Union

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