

External Transfers

External Transfers is an account management tool that gives you the power to transfer funds between your Online Banking account and an external account at another financial institution: one-time, future-dated, or recurring.

In addition to transfers between your own Online Banking accounts, you may be able to transfer funds in a number of other ways.

Transfers between personal account(s) and personal account(s) of other users at your financial institution.

You can transfer funds between your personal account(s) and the personal account(s) of other users at your financial institution. For example, you can transfer funds from a checking account to a relative's checking account who also banks at your financial institution.

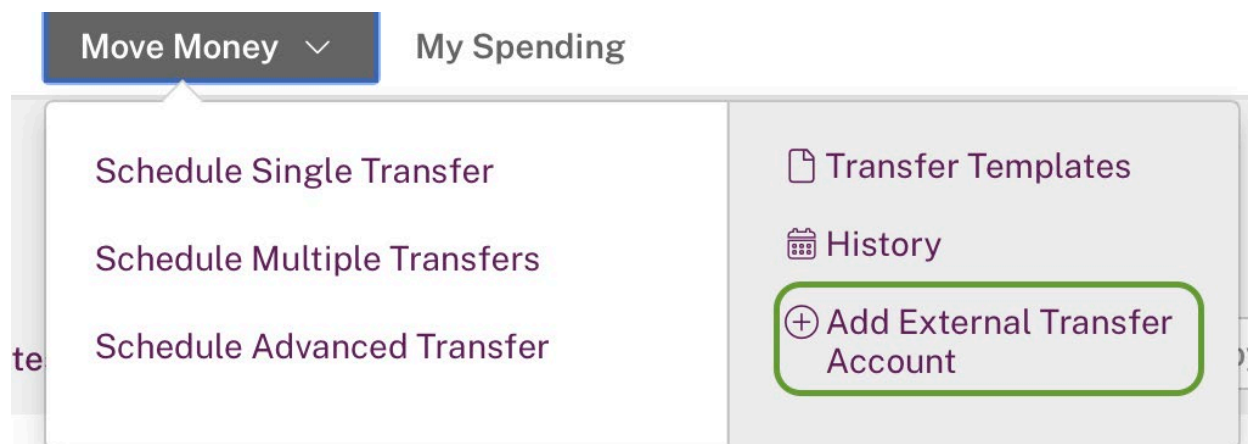
Transfers between personal account(s) to personal account(s) of other users at other (for example, external) financial institutions.

You can transfer funds between your personal account(s) and to the personal account(s) of other users at a different financial institution. For example, parents can transfer funds from a checking account to the savings account of their son who is attending college in another state.

How Are External Accounts Established?

The External Transfers feature is a simple and convenient money management tool to set up your external accounts and schedule transfers. The request and access verification process is designed to quickly and securely set up all external accounts.

To process an external account request—particularly a “transfer from” account—your financial institution takes steps to verify the ownership of the external account.



The general flow for verifying accounts is as follows.

1. **The user enters an external account request.** Using the Add External Transfer Account page, you enter information identifying an external account to create a request. The system stores the account information and shows a pending External Account request on the Services & Settings Add/View Account Services page.
2. **Your Financial Institution verifies the account.** Once the request has been entered, an account verification process begins. Depending on the services offered by your institution, the verification may use one of the following methods.
 - a) **Customer Validation:** An automated process allows you to verify your authorized access to the external account online. This method is not available for external loan accounts.
 - b) **FI Authentication:** A representative at your financial institution reviews and manually approves your external transfer account request. This requires you to send the institution a printed, signed copy of the account request, along with evidence of external account ownership, such as a deposit slip or voided check for the account. The financial institution may use the Auto Approve feature, which verifies the existence of the external account after a prenote is sent, and automatically grants access to it after six days.
Upon completion of any of these verification methods, the system sends you an in-session confirmation message stating that your external transfer account has been accepted. You can view the message on the Messages page.
3. **The external transfer account is ready for scheduling transfers.** Once the external account has been approved or validated, you can schedule an external transfer by selecting the account in the Schedule Transfer section's **From Account** and/or **To Account** account lists.

Scheduling an External Transfer

Once an external transfer account has been activated, the external account appears in the Schedule Transfer section's **From** and/or **To** account lists depending on whether your request allowed transfers from or to the external account. The lists display either the external institution name or the external account nickname and the account type "External".

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Overview Accounts Bills & Payments **Move Money | Zelle®** My Spending

Transfers

Schedule Single Transfer

FI OTHER CONTENT FILE

I want to ▾

From: ✓ Checking *2001
To: Checking *2002
Transfer Description: (20 character length)
Amount: \$ 0.00
Frequency: One-Time
Period: Once
Scheduled Date: 01/18/2022 (MM/DD/YYYY)
Recurring Until:
☐ Create transfer template after this transfer is submitted
Cut-off Time: 8:00 pm CST

Pending Transfers

No pending transfers

Recent Transfers

No recent transfers

[View Transfer History >](#)

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When the external account is accessible in Schedule Transfer, you can select it to schedule a transfer to or from the external account in exactly the same way as with your other accounts.

Only a few possible differences exist with external transfers.

- External transfers may have their own cut-off time. If so, it is displayed below the cut-off time for normal accounts.
- External transfers may require additional security authentication to verify your identity before they will be processed.