

FAQ.



Instant Payments

1. What's the benefit to sending Instant Payments via Popmoney?

Why would payments need to get there immediately? Popmoney Instant Payments provides the ability to deliver funds in real time using an email address, mobile phone number or recipient account information. Use the Instant Payments feature for long distance emergencies, overdue personal payments, paying a service provider and much more.

- A child who is away at college and needs money ASAP for books or tuition
- The late rent payment that needs to get there now
- A last-minute birthday gift
- A service provider, like lawn maintenance, who is accustomed to cash payments

2. Can anyone receive Instant Payments?

If your recipient is eligible to receive Instant Payments, the Instant Payments option will appear at the time you make your payment. If you don't see the Instant Payment option, it means your recipient's financial institution does not accept Popmoney Instant Payments.

3. Are Instant Payments really instant?

Most Instant Payments transactions happen in a matter of seconds, and you have access to the money immediately.

4. How do recipients know when they receive Instant Payments?

If you send an Instant Payment using your recipient's email or mobile phone number, an email or text message will be sent immediately, with instructions on how to claim the money you send.

If you send an Instant Payment using your recipient's bank account information, you have the option to send an email notification. (This option is recommended.)

- If you choose to send an email notification, an email will be sent immediately.
- If you choose not to send an email notification and the recipient has enabled auto deposits, the recipient will need to check his or her transactions online to find out whether the payment has been received into the account you specified when you sent the payment.