

# LUZERNE BANK



## Bank 2 Bank Transfers FAQs

Bank 2 Bank Transfers is a money movement tool that allows LUZERNE BANK customers to transfer funds between your LUZERNE BANK accounts and your accounts at other U.S. financial institutions.

### General Questions

**Q: How does Bank 2 Bank Transfer work?**

A: We process Electronic Funds Transfers (EFT) via the Automated Clearing House (ACH) secure network. We submit a request to the ACH network to transfer funds between the accounts you've specified. ACH then uses its secure channels to complete the transaction.

**Q: Are there limits on how many transfers I can make?**

A: There are limits on both the number of transfers and the amount of those transfers per banking day.

- Five Inbound Transfers, up to \$10,000 total per Business day
- Three Outbound Transfers, up to \$5,000 total per Business day

**Q: Can I transfer money internationally?**

A: No, this feature is not available.

**Q: Is this product available for business customers?**

A: Business, Trust, Investment, and Retirement-related accounts are not eligible for any Bank 2 Bank Transfers.

**Q: Can I transfer funds from my LUZERNE BANK account to third party Non-LUZERNE BANK Account?**

A: The Bank 2 Bank Transfers service cannot be used to transfer funds to third parties or to or from an account that is held or owned by a person other than you.

### Fees and Charges

**Q: How much does Bank 2 Bank Transfer cost?**

A: Transferring funds into your LUZERNE BANK account (an Inbound Transfer) is free. There is a \$2.00 per-transfer fee to move money from your LUZERNE BANK account to another Financial Institution (an Outbound Transfer).

**Q: Does the external financial institution ever charge for this type of transaction?**

A: They might. Your external financial institution would be responsible for notifying you of any such charges.

## Enrollment and Setup

**Q: How do I get started?**

A: You must first be a LUZERNE BANK online banking user. You may use the LUZERNE BANK online banking Message Center, or stop by any of our branch locations and request the Bank 2 Bank Transfer service. Once you have been approved you will receive an email from our Electronic Banking Department, and you will notice the new Bank 2 Bank Transfers menu option under the Internet Banking services tab.

Click on the Bank 2 Bank Transfers link, review the information and click Enroll. Review the Service Agreement and check I Agree and click on Submit.

On the next screen you will add the non-LUZERNE BANK accounts you want to use with this service by providing the bank name, ABA Routing number, account number and selecting if the account is a checking or savings account. Once you submit this information, a small, random-amount deposit is made into your non-LUZERNE BANK account within two days. You will then return to LUZERNE BANK online banking to verify the amount of that deposit within three days. You will not be able to make transfers to or from an account until it has been verified.

**Q: What is an ABA routing number?**

A: The ABA routing number is an identification number assigned to each financial institution and each branch office. The ABA number is a 9-digit number found at the bottom of your check, usually on the left-hand side.

**Q: Why do I have to verify my external accounts?**

A: In order to protect your security and maintain the integrity of the payments network, the account verification procedures are safeguards that help us ensure that you have legitimate access to the non-LUZERNE BANK account.

## Using Bank 2 Bank Transfer

**Q: How do I transfer funds between my enabled accounts?**

A: Click on the Bank 2 Bank Transfers link on the sub-menu under the Internet Banking tab. You will be presented with the New Transfer screen where you will select the account to transfer from and to, enter the amount, Select the frequency, select a date, and finally click Submit.

You'll be brought to a confirmation screen where you'll be given a confirmation number for your transaction.

You can review Pending transfers by clicking on the Pending Transfer link in the navigational menus at the top. You can also view your history of completed transfers by clicking on the History link.

**Q: What should I do if I want to cancel a Bank 2 Bank Transfer request?**

A: You can edit or cancel a transfer before it has been processed, however we process transfers frequently during the day. Once your Bank 2 Bank Transfer request has been processed, you cannot cancel the transaction. Your best bet is to create a second transfer between the same two accounts sending the funds back to their point of origin (in effect reversing your first transfer).

**Q: How long does it take for the funds to be available to me?**

A: A regular Bank 2 Bank Transfer will take one to two business days to complete.

**Q: If a recurring transfer date falls on a weekend or holiday, when will the transfer take place?**

A: The transfer will originate on the first business day following the weekend or holiday.

**Q: Can I set up a future-dated or recurring Bank 2 Bank Transfer?**

A: Yes. You may schedule a transfer to take place on a future date. You may also set up a recurring transfer by entering a frequency, start date and end date.

**Q: Can I transfer money to pay loans/mortgages at LUZERNE BANK or other Financial Institutions?**

A: Not at this time. Remember – you can transfer funds to make loan payments at LUZERNE BANK with Bill Pay for other financial institutions.

**Q: What accounts are eligible for Bank 2 Bank Transfer service?**

A: Examples of eligible accounts types are: Consumer checking accounts, savings accounts, Money Market checking and Money Market savings accounts held at any Financial Institution that is able to accept ACH transfers.

**Q: Can I make a Bank 2 Bank Transfer from my LUZERNE BANK Mobile App?**

A: After you have enrolled for Bank 2 Bank Transfers and completed the process of adding a non-LUZERNE BANK account within your NetTeller, the non-LUZERNE BANK account will be listed under the Transfer option within your mobile app.

**Q: Who do I contact if I have any questions regarding Bank 2 Bank Transfers Service?**

A: Please email all your questions to [Bank2Bank@pwod.com](mailto:Bank2Bank@pwod.com) or give us a call at 800-447-9464