

# Person 2 Person (p2p) Frequently Asked Questions

## What is Person 2 Person?

Person 2 Person is a service that allows you to send money to virtually anyone who has a bank account and an email address. It is easy, convenient, secure, and fast.

## What does Person 2 Person cost me?

\$1.00 per transaction

## Do I need to be a **RG BANK** customer to use Person 2 Person?

You need to be **RG BANK** customer to send money. However, the person receiving the funds DOES NOT need to be a customer of **RG BANK**.

## Who can I send funds to?

You can send funds to anyone in the United States who has an email account. For example, you can:

- ❖ send money to friends.
- ❖ pay an invoice to a business.
- ❖ send money to your children in college.
- ❖ pay your sitter.
- ❖ pay the neighborhood lawn service.

## How do I enroll to use Person 2 Person?

You will need to be an online or mobile banking user. Once you are enrolled for online or mobile banking, you can use Person 2 Person

## How do I send and receive money using Person 2 Person?

It is very easy to send money to a friend:

1. Log in to online or mobile banking.
2. Click <Pay a Friend>.
3. Enter the name, the amount, the email address, and a passcode you will share with your friend. If you have paid this friend before, we remember their information so you don't have to type it again.
4. Now your friend receives the email, provides their bank information, and accepts the request.

5. In a day or two, the funds will be delivered to the friend's bank account.

### **Is Person 2 Person secure?**

Security is important to **RG BANK**. We do several things to ensure that your account information stays secure.

With Person 2 Person, neither the sender nor the receiver knows the other's bank account. The funds are not sent via mail, and a card number is not exchanged.

### **Can I send funds outside the USA?**

No. Funds can only be sent to banks inside the United States.

### **Does the recipient have to have an email address?**

Yes. The recipient must have an email address or know the email equivalent of their mobile phone number.

### **What if all I know is the person's cell number?**

At this time, sending payments via a cell number is not available.

### **How long will it take for the recipient to receive the funds?**

Normally, it takes two business days for the funds to reach the recipient after they have accepted the funds.

### **How soon will the email alerts be sent?**

Numerous email alerts may be sent. The first will be to the recipient, announcing that they have been sent money. Other alerts include being warned when the payment will soon expire.

### **When does the money leave my account?**

The money leaves your account immediately when the receiver accepts the payment.

### **Will the receiver see my account number?**

No. Neither party sees the other's account information.

### **Do I need to know the receiver's account number?**

No. Both parties only need to know their own account number.

**What if the receiver doesn't accept the funds?**

If the receiver doesn't accept the funds within a designated time period, both the sender and the receiver will receive an email message warning them that the payment is about to expire. When a payment expires, the receiver can no longer receive those funds. The sender may choose to send a new payment.

**What happens if I don't have enough money to cover the payment?**

You will receive an alert telling you that you do not have sufficient funds. The receiver will also receive an email stating that there was an issue and that they should contact you to check on the payment. No information will be given to the receiver about the lack of funds.