

HPay Pay-A-Person Service Frequently Asked Questions

1. What is HPay – Pay-A-Person?

HPay is a money transfer/payment option commonly referred to as P2P (Person to Person). You must be signed up for Digital Banking and have a checking account to utilize HPay. Payment notifications are delivered via email or text message to recipients.

2. When can an HPay payment be scheduled?

Members can schedule their payments at any time. Delivery of funds will depend on recipient's choice of receiving the funds (ACH vs. Debit Card).

3. How will my recipient receive their funds?

A recipient will choose to receive their funds one of two ways:

- ACH - Directly to their savings or checking account (routing and account number)
- Real-Time – Deposit via their debit card number (full debit card number required).

NOTE: Funds cannot be sent via check.

4. When will my recipient receive their funds?

For payments delivered via ACH, processing occurs Monday through Friday, (holidays excluded). Payments must be accepted by the recipient before end of business day (5pm PST) in order to be processed the same day; payments accepted after close of business will be processed the following business day.

For payments delivered via Real –Time (with a debit card), processing occurs every day, Monday-Sunday.

NOTE: Real-time payments may take up to one hour to deliver to recipient.

5. Is there a fee associated with HPay payments?

Yes, the recipient will be charged a \$1.50 fee (per transaction) if they choose Real-Time payment (via debit card) and the fee will be deducted from the deposit amount. If the recipient chooses ACH option, there will no fee associated with the transaction.

6. Can my recipient receive their Real -Time payment on a credit card?

No, Real-Time payments can only be accepted using a debit card.

7. Can I setup recurring payments with HPay?

Yes, payments can be set up as one-time, one-time future dated and recurring payments.

8. Why does my Recipient have to answer a security question prior to receiving funds?

The security question and answer is established for your recipient when you add them as a contact in HPay. The security question must be answered in order to confirm identity when accepting their first payment or changing how they choose to receive their payment.

This process is in place for security purposes and for your protection. The answer to the question should be something only you and Recipient would know.

9. Are there character limitations to the security question response?

The answer to the security question must be at least 3 or more characters.

10. What time are Real-Time (via debit card) payments processed?

Once a recipient completes their notification process and selects to use their debit card for payment, a one-time payment will process immediately.

Future dated and recurring payments for a recipient will be processed daily, Monday through Sunday at 5:00 AM PST.

11. Can I cancel a payment?

Yes, you can cancel a payment up until the time the payment has been accepted by the recipient.

12. Will my Recipient and I get notified when the payment is sent, processed and delivered?

Both the recipient and you will be notified when the payment is sent and when it has been delivered.

Notifications are sent to members when anything is created, changed or updated within HPay. Members may also opt into alerts for additional information delivery.

13. Can I send additional payments to a first-time recipient if the first payment is in pending status?

No, if you have sent a payment to a first-time recipient, you cannot send another payment until the recipient has answered the security question and provided their banking information to accept the first payment.

14. What happens if I do not have funds in my account when my recipient accepts the payment?

The payment transaction will be cancelled due to insufficient funds in your account and both you and the recipient will receive cancellation notifications. The recipient will receive a notification that states "Canceled, please contact the member."

15. What happens to the funds if my Recipient never claims them?

The funds are not withdrawn from your account until your recipient accepts the payments. The recipient's link expires after seven (7) days and thereafter cannot claim the funds.

16. What happens to the funds for returned HPay transactions?

The funds will be returned to your account (at HondaFCU) if the payment is returned to HFCU by the recipients Financial institution.

19. How are returned payments handled?

Returned HPay payments are credited back to the sender within 3 business days.

20. What does HPay use for Fraud Prevention on HPay transactions?

Members will receive an OTP (one time PIN) when:

- New contacts are entered
- Changes to contact are made.
- When a payment is over \$300