

# HPay Pay-A-Person Service Frequently Asked Questions

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1. **What is HPay Pay-A-Person?**

HPay is a money transfer/payment option commonly referred to as P2P (Person to Person). To utilize HPay, you must be 18 years of age or older, have an eligible checking account and enrolled in Digital Banking. Payment notifications are delivered via email or text message to Recipient(s).

2. **When can 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 required).
- Real-Time – Deposit via their Debit Card number (full Debit Card number required).

**NOTE: Funds cannot be sent via check or via Credit Card.**

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.

5. **When 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 real-time payment will process within the next hour.

6. **Is there a fee associated with HPay payments?**

There are no fees associated with sending HPay payments. However, 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 be no fee associated with the transaction.

7. **Can I set up 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 question and answer process is a security measure for you and your Recipient. This should be unique, only your Recipient should know the answer for security reasons.

# HPay Pay-A-Person Service Frequently Asked Questions (cont'd)

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9. **Can I cancel a payment?**  
Yes, you can cancel a payment up until the time the payment has been accepted by the Recipient.
10. **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.
11. **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 accepted and received the first payment.
12. **What happens if I do not have funds in my account when my Recipient accepts the payment?**  
The payment transaction will be canceled due to insufficient funds in your account and both you and the Recipient will receive cancellation notifications. Members will not be charged an NSF fee for canceled payments, however, may still be charged a fee for any other insufficient transactions.
13. **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. The funds will be returned to your account (at HondaFCU) if the payment is returned to HFCU by the Recipient's financial institution.
14. **How are returned payments handled?**  
Returned HPay payments are credited back to the sender within 3 business days.

## HPay PRODUCT PROFILE

### Features:

- Available at no cost to members.
- Available 24/7.
- Set up one time or recurring payments.
- Pay multiple Recipients in one transaction.
- Located within Digital Banking, under Money Movement – no need to download a separate app!
- Available to Recipients who reside within the United States.
- Keep up to date on HPay activity with alerts/notifications.

### Benefits:

- Conveniently and easily send funds to any Recipient(s) residing within the United States.
- Your Recipient has flexible options on how they receive their funds via ACH or Debit Card.
- Confidential – Recipient(s) never see member account information and vice versa

HPay	Zelle®
No app download required.	If Recipient does not have the Zelle app, they must download the Zelle app to receive funds.
Recurring payments are available and optional.	Recurring payments are not available. Only one-time payments can be created.
Real-time payments can be delivered to a Recipient's debit card.	Real-time payments are only offered when the Recipient's financial institution is a partner with Zelle.
Can send payments to any Recipient. HPay is not required for the Recipient to receive funds.	Can only send payments to a Recipient who has Zelle or whose financial institution is a partner with Zelle.
HFCU will not ask you to create a separate member profile to use HPay.	Recipient may be required to create a profile with Zelle if their current financial institution is not a partner with Zelle.