Bill Payment: Popmoney®

Effective Date: June 10, 2012

The person-to-person (P2P) payments service located within Internet Banking's Bill Pay will be upgraded on June 10, 2012 by combining the best features of ZashPay<sup>®</sup> ("**Pay People**" button) with Popmoney<sup>®</sup> personal payment service to bring customer's even more features than they have today.

Once this upgrade is complete, the Pay People button will change to "**Popmoney**". →

This person-to-person (P2P) service enables Landmark Bank's Bill Pay customers to **send and receive** money electronically via their personal payees in as little as one business day. A small fee of \$1.00 for each transaction will be charged.

Some examples of Popmoney payments include:

- Paying back a friend for dinner
- Sending spending money to your child at college
- Pitching in for your office holiday party
- Paying rent to a landlord
- · Sending a monetary gift, complete with eGreeting

Senders only need the email address, mobile phone number or bank account details of the personal payee.

# Some Key Features of Popmoney

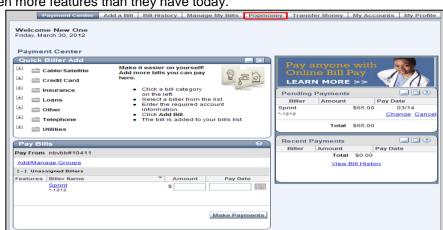
#### Payments - Cut-off Time: 10 p.m. EST

- Limits The minimum amount for a payment is \$5.00. The maximum a sender can send is determined
  by his or her payment limits established by the system. The sender's limits can be viewed by clicking the
  icon located by the Amount\* field.
- **Delivery** The delivery time for a payment averages 1-to-3 business days once it is accepted by the recipient or automatically deposited into the recipients account. This time may be slightly longer due to the payment amount or if there are any holds put into place by Popmoney on either the sender (i.e. failed verification when attempting to schedule the payment) or the receiver's side.

## **Send Money**

- Schedule payments to any of his or her personal payees/contacts (within the United States, including Alaska and Hawaii, but not the U.S. territories)
- Schedule one-time or recurring (frequency and duration) payments
- Accept payments, gift cards<sup>1</sup>, payment requests<sup>1</sup> or view alerts
- Choose the payment method: Email, Mobile Phone Number, or Direct Deposit (requires the bank routing number, account number, account type and an email message can be sent in conjunction)
- Personalize a message that goes along with the email or mobile payment
- Choose a designed template (e.g. birthday, congratulations) for Email payments at no additional fee →
- Add a Note to payments not seen by the recipient (similar to the note in bill pay when added to a payment)





- Assign a Category (up to 20 characters) with a description (up to 50 characters) to payments displays on the Activity screen
- Cancel Payments The sender can cancel a payment prior to the 10 p.m. EST cut-off time if it is still in Pending status. Landmark Bank can not cancel a payment on behalf of a sender..

### **Recipient Payment Notification**

- The recipient receives an email notification advising that a personal payment has been sent to him or her. The recipient has 10 calendar days to complete this process.
  - o If the recipient does not deposit the money, he or she receives a reminder message on the 3<sup>rd</sup> day, and then again on the 7<sup>th</sup> day.
  - After the 10<sup>th</sup> calendar day, the payment expires and the recipient can no longer deposit the payment. The recipient must contact the sender to request that a new payment be sent.
- If the recipient does not have a previously created Popmoney profile with either his or her financial institution or at Popmoney.com, he or she is directed to the **Popmoney.com** web site.
  - o If the <u>first</u> payment (determined by an existing email or mobile phone number) is <u>equal to or less</u> than \$100.00, the customer can collect the first payment by entering his or her email address or mobile phone number using the **Quick Deposit Process** and not be required to create a Popmoney profile.
    - The system will notify the receiver that a verification code was sent to their email address or mobile phone. The receiver must enter the verification code.
    - To properly receive and deposit the payment, he or she must enter the following information:
      - Type of account
      - Routing Number
      - Account Number (twice to confirm)
  - If a second time recipient has already deposited a payment using the Quick Deposit Process using the same email address or mobile phone number or if the payment is over \$100. the recipient is required to create a full profile with Popmoney.
- Popmoney Overview To Do List Deposit a Payment the recipient may check or uncheck a default setting to "Automatically deposit all future payments to this account"

#### Alerts

The sender/receiver receives alerts for the following issues:

- Payment received (must deposit within 10 days)
- Email payments exceeding a specific dollar amount (requires ownership verification with a second one-time password)
- Payment is about to expire reminder
- Email or mobile phone validation if the sender has added a new email or mobile phone number and it has not been validated yet

#### **History**

- The default view includes 180 days of previously scheduled payments. To view older payments, use the filter options and search for a transaction.
- On June 10, 2012 Landmark Bank subscriber's upgrading to Popmoney will have his or her former ZashPay payment history displayed on the Popmoney Activity History screen. Both Popmoney and ZashPay payments will be viewable indefinitely at this time.
- Using the symbol at the top of the **Status** column, the sender can view all payment status categories and the definitions for each. The status categories more frequently seen are:
  - Pending/In Progress payment processing and funds deposited within 3 business days
  - Cancelled sender canceled the payment (no transaction fee will be applied)
  - Completed recipient successfully deposited the payment into his or her account
  - o Expired recipient did not deposit the payment within the required 10 days.

Contacts - Search, Edit, or Import (Yahoo! Mail, Hotmail/Windows Live/MSN, or Gmail/Googlemail)

#### **Preferences**

- Add/Edit additional email addresses (up to four active allowed) or mobile/landline phone numbers (up to 2 active allowed).
  - Primary email addresses can only be changed by contacting Landmark Bank's Customer Service Center at (800) 618-5503.
  - New email addresses or phone numbers will require validation by keying a validation code on the Preferences screen that was sent to that email address or phone number
  - Phone verification codes can be delivered as voice call (landline) or text message (mobile)
- Add/Edit shipping addresses for receiving gift cards<sup>1</sup>
- Enable automatic deposit for payments

# **Security Features**

If an email payment is over \$100.00, the sender is prompted to include a mobile phone number for the receiver to validate upon receipt. The "Please enter your contact's mobile number" section appears below the Personal



To use the Quick Deposit Process (first payment or payment under \$100), the system will notify the receiver that a verification code was sent to their email address or mobile phone. The receiver must enter the verification code.

<sup>1</sup>PopmoneySubscribers thru Landmark Bank <u>may receive</u> any of the following requests from another Popmoney subscriber that is registered through a different financial institution's legacy P2P service (formerly called "CashEdge").

Request for Money

Message box.

- Gift Card
- Invoices

While these features are not available to our subscribers, as a recipient you may choose to receive the gift card, schedule a payment to the sender, or reject the request/invoice. As the recipient, you will not be charged a fee to pay a Request for Money or an Invoice.