

Bank to Bank Transfers

What are Bank-to-Bank Transfers?

This **FREE** service allows you to transfer funds via ACH (Automated Clearing House) between your linked personal deposit accounts at FBM and certain deposit accounts at other financial institutions. An inbound transfer moves funds into an account at FBM. An outbound transfer moves funds from an account at FBM to an account outside of FBM. Users of this service will need to enroll each of their non-FBM accounts that they wish to use for this Service. All accounts requested to be used as part of this Service will be verified in accordance with Bank procedures. The verification process must be completed by the user prior to using the Service.

Can I use this service to transfer funds to my mom's, child's, friend's accounts at another bank?

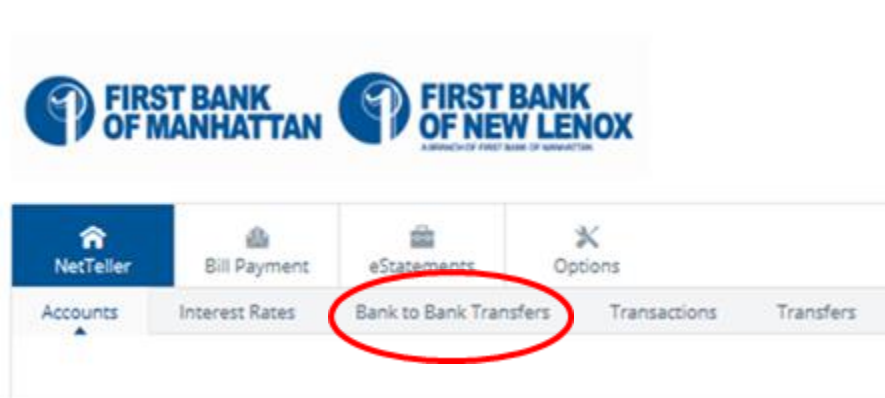
No, not at this time. Bank to Bank Transfers allows you to transfer money only between accounts for which you have ownership. Person to Person payments (P2P) is a separate product and is currently in development for use later in 2018.

How is the verification process completed?

The Bank will initiate a small undisclosed ACH credit to the user's external account within 1-2 business days of adding an external account to the service. The user will have **10 days** after enrolling an account to complete the verification process. Verification is considered complete when the user enters the small credit dollar amount into the External Account section of Online Banking. **Users will enter the small credit dollar amount without the decimal point.** Verification instructions are displayed during the enrollment process.

Do users have to apply for this service?

All Online Banking users are given the option to enroll in this service. To enroll, Online Banking users simply click on the **"Bank-to-Bank"** Tab within Online Banking.



Are there limits to the Bank-to-Bank Transfers Accounts and/or Amounts?

Yes- a user may only add up to 3 external accounts for this service.
Users cannot exceed 3 inbound transfers per day totaling \$10,000.
Users cannot exceed 3 outbound transfers per day totaling \$10,000.

Can you set up future dated or recurring transfers in addition to 1-time transfers?

Yes- a variety of recurring transfer options exist in addition to 1-time transfers. Users may also set transfer dates in the future.

Is there a cut-off time for this service?

Yes- all transfers initiated by 1:30PM CST will be processed on the same business day. All transfers initiated after 1:30PM CST will be processed on the following business day.

Are there holds placed on the transfers?

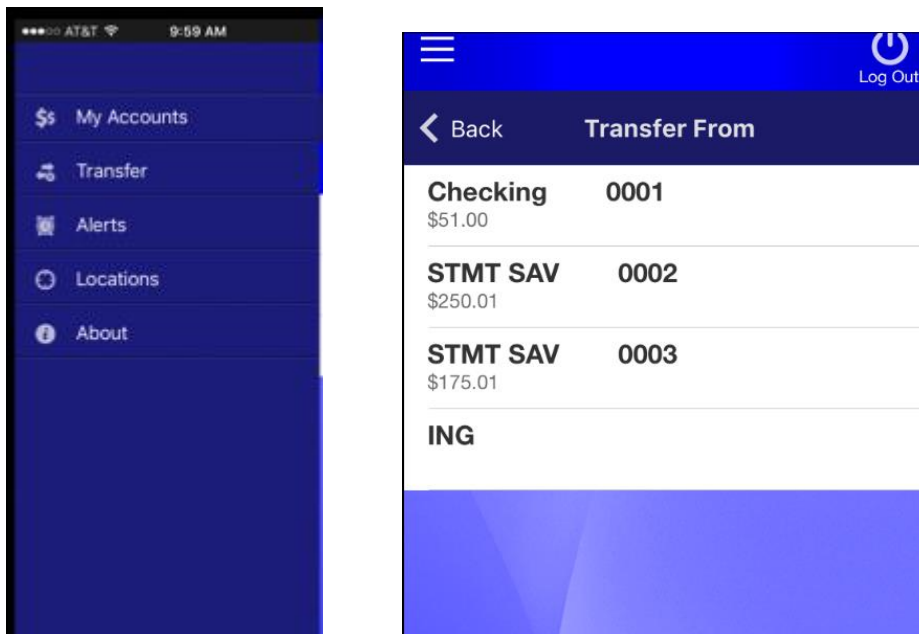
Yes, **all inbound transfers will be held 1 additional business day.** Outbound transfers are not held.

Is this service available for Cash Management customers?

No, at this time, this service is not available for Cash Management customers. Cash Management customers have access to ACH Origination capabilities.

Can I perform Bank-to-Bank Transfers on Mobile Banking?

Yes- you may perform Bank-to-Bank Transfers on Mobile Banking (www.FBMmobile.com) or on our Mobile Aps, however, there is no “Tab” to separate Bank-to-Bank Transfers. All enrolled external accounts will be available in the user’s “Transfer From” and “Transfer To” account listings. See Below...in this example, “ING” is an External Account.



Can I enroll External Accounts on Mobile Banking?

No, External Accounts may only be enrolled in Online Banking. Once the accounts are verified through the verification process, they will be displayed under the “Transfer From” and “Transfer To” account listings in Mobile Banking.

Can I cancel a Bank-to-Bank Transfer?

Request for immediate transfers of funds cannot be cancelled. Future dated and recurring transfers can be canceled by 1:30PM CST the day prior to the scheduled transfer date. If the transfer status is In Process, Pending, or Processed, you cannot cancel the transfer.