

# External Transfers FAQs

## **What are External Account Transfers?**

The External Account Transfer service allows you to make transfers to and from your accounts here at Achieve Financial Credit Union and your accounts at other financial institutions.

## **What types of accounts can I link?**

Not all types of accounts are eligible for External Accounts Transfer Service. Be sure to check with your financial institution for restrictions regarding transfers among your retirement (401k, IRA, etc.), savings, trusts, loans, custodial, business, corporate and other account types. We are not responsible for any costs or losses incurred from fund transfers that are not permitted under such restrictions by the provider of your Account or those imposed by applicable law.

## **How do I link my accounts from another Financial Institution?**

Linking accounts is easy! Sign onto your Achieve Financial Credit Union online banking. Click onto Accounts and look for External Accounts to begin linking your accounts.

For detailed instructions visit our website at [www.achievefinancialcu.com](http://www.achievefinancialcu.com) and look for **Online Services**. Find **External Transfers** and look for **"How to Link Accounts"**.

## **How do I make a transfer?**

After you link and verify an account you will see the account listed in the "To" and "From" drop down menus when you select **"Transfers"** within your **Online Banking** account or when you use your **Mobile App**.

## **Can I schedule transfers to occur automatically?**

Yes. After entering the transfer information, select **Schedule a Transfer**. You will be prompted to make further selections regarding the frequency.

## **Can I use this service to pay other people?**

No. You may only link accounts from other financial Institutions that you are an owner of. Our Bill Payment service allows you to make payments to other people or businesses.

## **Am I charged for this service?**

No.

## **What types of accounts can I transfer between?**

You may make deposits and withdrawals to/from your checking and savings accounts at Achieve. Some loans are available to transfer "To" and "From".

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## **How do I know which loans I can transfer to and from?**

Loans that are not available for External transfers, either "To" or "From", will appear greyed out in the "To" or "From" drop down menu.

## **Why aren't all of my loans available to transfer "To" or "From"?**

Not all loan types allow withdrawals and not all loan types are supported by the External Transfer feature within online banking. If a loan is greyed out then it is not available for the transfer you are attempting.

## **How much can I transfer?**

External Transfers are limited to \$2,000 per transaction with a maximum of \$6,000 within a 24 hour period. There is no limit to the number of transfers per day you can make, however outbound transfers from a savings account are subject to limitations, as stated in our Electronic Funds Transfer Agreement and Disclosure.

For all Prime Share Savings, Special Savings, Money Market, Children's Savings, and Teen Savings accounts, you may make no more than six (6) transfers and withdrawals from your account to another account of yours or to a third party in any month by means of a preauthorized, automatic, or Internet transfer, by telephonic order or instruction, or by check, draft, debit card or similar order.

## **When will the money be deposited to my account?**

Outbound transfers are typically credited to your other account within two (2) business days.

Inbound transfers are typically credited to your Credit Union account within two (2) to four (4) Business Days.

## **Why aren't my deposits made the same day?**

External Account transfers are processed using the Automated Clearing House (ACH). ACH transfers are not immediate transfers.