Bank to Bank Transfer

User Guide
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Bank to Bank Transfer
User Guide

What is Bank to Bank Transfer?
MCB’s Bank to Bank Transfer is a service that allows you to transfer funds between your personal deposit accounts at MCB and deposit accounts at other financial institutions. An inbound transfer moves funds into an account at MCB. An outbound transfer moves funds from an account at MCB to an account outside of MCB.

Am I eligible to use Bank to Bank Transfer?
You must be a MCB customer with a deposit account, enrolled in MCB Online Banking, and have access to your Online Banking through an internet browser.

How much does Bank to Bank Transfer cost?
Bank to Bank Transfer is FREE to customers who meet the eligibility requirements. All customers are subject to approval.

How do I sign up for Bank to Bank Transfer?
Customers must enroll for the service through MCB. If, at the time of initial setup of your MCB Online Banking, access was not requested, you will need to contact us to have this service added to your Online Banking.

Can I use Bank to Bank Transfer on my smartphone?
COMING SOON – Once you have enrolled for the service, you can access Bank to Bank Transfer using the “Bank to Bank Transfer” option in the MCB Mobile App.

How does Bank to Bank Transfer work?
Upon enrollment, Bank to Bank Transfer allows you to transfer funds between your personal deposit accounts at MCB and deposit accounts at other financial institutions. An inbound transfer moves funds into an account at MCB. An outbound transfer moves funds from an account at MCB to an account outside of MCB.

Bank to Bank Transfer users can enroll external accounts (non-MCB accounts) for which they have the authority to transfer funds. Newly added external accounts must go through a verification process to prove that you are authorized to that account. MCB uses the auto verification method. What this means is that your external account receives a small random amount as a credit. Once you see the credit to your external account, you must enter that amount in MCB Online Banking. If you do not verify the account within ten (10) calendar days, you will be required to re-enroll the account.

Once the external account has been verified, you can add new transfers between your MCB account and your external account. MCB offers several options for transfer frequency:
One Time: Transfer only processes once
Weekly: Once per week on a specified day of the week
Bi Weekly: Every other week on a specified day of the week
Monthly: Once a month on specified day
Semi-Monthly: Twice per month on specified days of the month

Request for immediate transfers cannot be cancelled. Future dated and recurring transfers can be canceled by 3:30 p.m. Eastern Time the day prior to the scheduled transfer date. If the transfer status is In Process, Pending, or Processed, you cannot cancel the transfer.

See Exhibit A for Step by Step Tutorial

When can I use Bank to Bank Transfer?
You can use Bank to Bank Transfer 24 hours a day, including weekends and holidays. Transfers will be debited/credited to your MCB account the business day following the day you initiate the transfer if requested before the cutoff time. The cutoff time for initiating transfers is 3:30 p.m. Eastern Time. In the case of a future dated or recurring transfer, these time limits will be the business day following the scheduled date of the transfer. Transfers will be debited/credited to your external account according to the receiving financial institution’s availability and transaction processing schedule.

Are there transfer amount limits?
Yes, limits apply as follow:
- Inbound Transfers – Three (3) transfers per day not to exceed a total of $25,000
- Outbound Transfers – Three (3) transfers per day not to exceed a total of $2,500

Note: MCB will place a hold on all Inbound Transfers for three (3) business days.

How do I get assistance with Bank to Bank Transfer?
You may contact MCB directly during normal business hours at (423) 262-5850 or (866) 622-1910 toll free.
Exhibit A – Getting Started with Bank to Bank Transfer (Step by Step Tutorial)

Enrollment
In order to access Bank to Bank Transfers, MCB customers must enroll for the service through the bank. If at the time of the initial setup of Online Banking, access was not requested, customers will need to contact MCB to have this service added to their Online Banking. Once access has been granted, users should follow these steps:

1. Log into Online Banking.
2. Click on the **Bank to Bank Transfers** tab.
3. The Enrollment Introduction information displays. Review the information and click **Enroll**.
4. The Bank to Bank Transfer Service Agreement displays. Select the I Agree box and then click the Accept button.
Adding External Accounts

New Bank to Bank Transfer users are directed to the Add Account option after accepting the Service Agreement.

1. Enter the external account information in the fields provided. The Enrollment Entry information displays along with a diagram of a check to help you locate the routing and account number of the external account.

- **Account Name:** Nickname of the external account.
- **Financial Institution Name:** Name of the bank or credit union where the external account is held.
- **Routing Number:** The 9-digit routing number of the financial institution where the external account is held.
- **Account Number:** The external account number.
- **Account Type:** Type of external account being added. Select Checking or Savings from the drop-down menu.

2. Submit to save the external account information.
3. The Enrollment Submission screen displays. Click **Return** to be taken back to the Add Account screen.

These steps can be repeated until all external accounts have been added or the maximum number of external accounts is established.
**Viewing Enrolled Accounts**

After enrolling your accounts, click on the Enrolled Accounts option in the Bank to Bank Transfers menu. Enrolled accounts information displays.

**Alias**: Nickname of the account entered during account enrollment.

**FI Name**: Name of the institution that holds the external account entered during enrollment.

**Routing Number**: Routing number of the external financial institution entered during enrollment.

**Account Number**: Last four digits of the external account number entered during enrollment.

**Status**: Status of the external account such as:

- **Pending**: The account is awaiting completion of the verification process.
- **Verified**: The verification process has already been completed.
- **Suspended**: If you incorrectly enter the verification amount three times, or if MCB has suspended the account for any reason.
- **Error**: The account is being verified and for some reason the verification credit could not be created.

**Verification Amount**: The field that appears for accounts awaiting completion of verification. Verification must be completed within nine (9) calendar days.
Verifying Pending Accounts
External accounts must be verified before you can use the account to schedule Bank to Bank Transfer. Verification requires action from you only. No action is required by the external financial institution.

Completing Verification
1. Access your external account to identify the amount of the verification credit.
2. Log in to MCB Online Bank. Click on the Bank to Bank Transfers tab and select the Enrolled Accounts option.
3. Enter the verification amount, no decimals or dollars signs, in the Verification Amount field and click Submit.

Once complete, the status changes to Verified and you can begin establishing transfers to or from that account.

Entering Incorrect Value
You have three opportunities to correctly submit the amount in the Verification Amount field. No dollar signs or decimals should be used. If you fail three times, the account changes to a Suspended status. You must contact MCB to change the status to Unsuspended to give you three more chances to enter the correct value.

Waiting too Long
If you fail to complete the verification within nine (9) calendar days, the account changes to a Suspended status. You must contact MCB to change the status to Unsuspended to re-enable the Verification Amount field.
Adding a New Transfer

Once you have at least one verified account, new transfers can be established.

1. Select **New Transfers** from the Bank to Bank Transfer menu.

   ![New Transfers](image)

2. The Add New Transfer section appears. You enter your transfer instructions on this screen.

   ![Add New Bank to Bank Transfer](image)

   **Transfer funds from:** Select the account to be debited. All MCB accounts tied to your online banking will appear, along with any verified external accounts. If you select an MCB account, your available funds will show beside the field.

   **Transfer funds to:** Select the account to be credited. The accounts available are dependent upon the account chosen in the Transfer funds from field. If you select an MCB account as the “from” account, only verified external accounts will appear in the “to” account drop-down menu. If you select a verified external account as the “from” account, only MCB accounts will appear in the “to” account drop-down menu.

   **Amount:** Dollar amount of the transfer.

   **Frequency:** Indicates how often the transfer should be processed. Options are:
   - **One Time:** One time only on the date specified in the **Transfer on** field.
   - **Weekly:** Once per week on the day specified in the **Week Day** field. Options are Monday through Friday. The first transfer processes on the **Start Date** and the last transfer processes on the **End Date**. The State and End Dates must fall on the day of the week selected.
   - **Bi-Weekly:** Every other week on the day specified in the **Week Day** field. Options are Monday through Friday. The first transfer processes on the **Start Date** and the last transfer processes on the **End Date**. The State and End Dates must fall on the day of the week selected and must follow the bi-weekly pattern.
   - **Semi-Monthly:** Twice per month on days of the month specified in the **Day 1** and **Day 2** fields. The first transfer processes on the **Start Date** and the last transfer processes on the **End Date**. The Start and End Dates must fall on the days of the month selected and must follow the semi-monthly pattern.
• **Monthly**: Once per month on the day specified in the *Month Day* field. The first transfer processes on the *Start Date* and the last transfer processes on the *End Date*. The State and End Dates must fall on the day of the month selected.

**Date**: Date transfer is scheduled to process. Date fields require different entries dependent upon the **Frequency** of the transfer.

**Transfer Memo**: Comments regarding the transfer. The comments display to you in the Transfer History option within the Bank to Bank Transfer menu. Comments do not carry through with the ACH transaction to the other financial institution.

3. Click **Submit** to save the transfer. If Online Banking accepts the transfer, a confirmation number displays that incorporates a date and time stamp:

```
Information Message: Transfer successfully added - Confirmation Number: 032816150204
Date – 03/28/16
Time – 15:02:04
```
**Viewing Pending Transfers**

You can see scheduled transfers that have not yet been processed by Online Banking. Transfers are listed as pending based on the timing of the scheduling and the date the transfer will process:

- One-time immediate transfers process at the next half hour processing time.
  - Once processed, the transfer is no longer considered pending and does not show on this screen.

- One-time future-dated transfers are pending until 1:00 a.m. EST on the scheduled date.
  - Once processed, the transfer is no longer considered pending and does not show on this screen.

- Recurring transfers (displaying the next scheduled date) are pending until the transfer expires.

To view pending transfers:

1. Select Pending Transfers from the Bank to Bank Transfers menu.

2. Review the list of pending transfers. Click **View** to see transfer details such as confirmation number and frequency information. Click **Delete** if the transfer is no longer necessary.
**Viewing Transfer History**
You can see transfers that have already processed under the Transfer History option for ninety (90) days.

To view history:

1. Select *Transfer History* from the Bank to Bank Transfer menu.

   ![Transfer History Table]

   2. Optional – The amount of history displaying can be changed by clicking *View 7 Days | 15 Days | 30 Days | All*. Selecting *All* shows transfers going back ninety (90) days. Click *View* to the right of the transfer to see details.