

## FAQs – Direct to Me

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### 1. When can I start to transfer between accounts?

Upon receipt of your **External Account Link Authorization Form**, cheque (if applicable) and a satisfactory Credit Report your external account will be made available on prospera.ca for transferring within 5 business days.

### 2. How will I know when I can start to transfer between accounts?

If you included a cheque with your **External Account Link Authorization Form**, your external account will be activated in 5 business days after Prospera Credit Union receives your form and cheque. The form must be complete and the cheque must be made payable to yourself for an amount of your choosing.

If a cheque is not included with your **External Account Link Authorization Form**, you will need to review your external account for a pre-authorized debit for an amount under \$1.00 put through on that account by Prospera Credit Union. The pre-authorized debit will be put through your external account within 5 business days after Prospera Credit Union receives your form.

Once you've identified this amount, please call Prospera Credit Union at 1-888-440-4480, choose option #4 from the menu and advise the representative that you are calling to activate your "**Direct to Me**" external account.

**Please note:** that your external account must be activated within 45 days of the request or the request will be cancelled by Prospera Credit Union.

### 3. Where do I find the branch number, institution number and account number to complete the External Account Link Authorization Form (only needed if you're not sending a cheque)?

This is the same series of numbers in the same order as found on the bottom of a cheque. If you do not have a cheque on this account you will need to contact your other Financial Institution and ask them to provide the numbers to you.

### 4. Will there be a hold placed on incoming transfers (deposits) to my Prospera Credit Union account from my external account?

Yes, a 3 day hold may be put on incoming transfers (deposits).

### 5. Will there be a hold placed on outgoing recurring and future dated transfer (deposits) from my Prospera Credit Union account to an external account?

Yes, in order for your funds to reach your destination account of choice on the date you specified, we have to electronically withdraw the funds 3 days in advance in order to guarantee the funds reach your destination account on the date specified.

**6. Will I be able to transfer from my US dollar account at Prospera Credit Union to my external US dollar account at the other Financial Institution and vice versa?**

Yes, you will be able to transfer from your US dollar account at Prospera Credit Union to your US dollar account at the other Canadian Financial Institution and vice versa. The same is true when transferring between Canadian dollar accounts.

You will not be able to transfer from Canadian dollar accounts to US dollar accounts or vice versa using this online money transfer option.

**7. Can businesses use the "Direct to Me" feature?**

This service is NOT available for business accounts.

**8. Can personal accounts with two signatures or more required use the "Direct to Me" feature?**

This service is NOT available for any personal accounts that require two or more signatures to perform transactions.

**9. Are there any monthly fees or services charges for members who use Direct to Me?**

Regular transfer fees may apply pending the account option package you have.