

1. Q. What do I need to get this service?

A. Free Business Checking account and Online banking.

2. Q. What technology do I need to use this service?

A. Nothing other than your business computer.

3. Q. How often can I make direct deposits?

A. As many times as the business needs per month.

4. Q. What is cost?

A. The monthly fee is \$15.00. This will show up on your monthly checking account statement.

5. Q. Can I make payments outside the USA?

A. No. However you can use wire services for outside of the country with a wire service fee.

6. Q. Is there a limit on the direct deposits I can make?

A. The limits for deposit amounts is based on customer needs and will be set at the time your ACH direct deposit is set up.

7. Q. What is an ACH payment?

A. It is a payment made through the Automated Clearing House, a secure, electronic network for financial transactions in the USA.

8. Q. How does this service benefit my business?

A. With this service you can make faster delivery than online bill payment, and it is less expensive than making a wire. It may also reduce costs if issuing manual checks to employees. No more check writing, reduce check costs and ordering and less reconciliation. Your employees also do not need to run around to the bank as their payroll is in their account.

9. Q. What kind of direct payments can I make through ACH?

A. Direct deposit payroll, federal taxes, business to consumer, business to another business.

10. Q. What information do I need to send an ACH direct deposit?

A. ACH payments require you to have additional information about the recipients' account. You may need ABA routing number, Swift BIC number, street address and or intermediary bank information and account number.

11. Q. When I make an ACH direct Deposit when does the money leave my account?

A. A hold is placed on the funds, until the ACH file transmission is completed. For example if Friday is payday, and you set up the payment on Monday the funds will be held until Thursday night when the ACH file is sent. Your ACH file must be received at least 2 days prior to the desired payment date.

12. Q. How do I use ACH to make a federal payment?

A. You must enroll with US Department of Treasury at eftps.com.

13. Q. How long does it take to set up an ACH direct Deposit services?

A. The set up process takes about 3 business days after the request for information is received at the bank.

14. Q. How do I cancel the service?

A. Must provide 10 days written notice. The account may stay open for up to 90 days for the bank to settle any outstanding transactions.

15. Q. Can I give other people such as my business manager or book keeper access to the service?

A. Yes you can identify those individuals as part of the contract and set up process. It is recommended to have a minimum of 2 people signed up.

16. Q. Why is having a security token important for my business?

A. Provides you a secure way to send your ACH payment online over the internet. Security tokens add an extra layer of control during the online banking login process. The utilization of security tokens requires the file originator to input a number generated by the security token to send a file to the bank. A fraudster cannot send a file without it.

17. Q. Why is dual control important to my business?

A. We highly recommend our customers institute dual controls within their businesses. By requiring one employee to originate a direct deposit file and a different employee to approve it, so your business can reduce the possibility of fraud.

18. Q. Who do I call if I have a problem?

A. Call /email our ACH Deposit specialist at 843-674-3295 / depositoperations@firstreliance.com.