

Electronic Transfer Service
Frequently Asked Questions

Q: How do I sign up for the electronic transfer service?

A: The electronic transfer service is available to all members who are enrolled in online banking. [Click here](#) for step-by-step instructions on how to complete enrollment.

Q: I setup an electronic transfer directly with a HPCU representative to transfer funds from my other institution to my HPCU savings, checking and/or loan. Do I need to setup the electronic transfer using the service?

A: No, all existing electronic transfers setup directly with HPCU will continue as scheduled. If you'd like to setup the transfer using the service, please contact HPCU to cancel the existing electronic transfer before setting it up in online banking.

Q: Can I transfer funds to an account that I own outside of United States?

A: No, electronic transfers are limited to United States only.

Q: Can I transfer funds into an account that I'm not joint on?

A: No, electronic transfers can only be performed between accounts that you own.

Q: How long does it take to transfer funds?

A: Electronic transfers may take up to three (3) business days to process and post to your account or loan. Transfers submitted before 7:45pm CST on a business day, Monday through Friday, excluding holidays, will begin processing the same day. Transfers submitted after 7:45pm CST on a business day, Monday through Friday, or on a Saturday, Sunday or holiday, will begin processing the next business day.

Q: How do I confirm the random withdrawal amount?

A: The random withdrawal amount will show in the transaction history of your other institution within two (2) business days. The random amount will be less than \$1.00. After retrieving the exact amount, you'll need to return to your HPCU online banking account to confirm the amount withdrawn.

Q: What if I type in the random withdrawal amount incorrectly?

A: After the third incorrect attempt, the system will lock you out. You'll receive a message that "You have exceeded the maximum allowed attempts. Please contact the credit union for further assistance." Visit us at one of our branch locations or give us a call at 713.986.0200 for assistance.

Q: I have a loan with HPCU. Can I use the electronic transfer service to pay my loan?

A: Yes, you can make your loan payment at HPCU using your account number and routing number from your other institution.

Q: Is there a fee to make an electronic transfer?

A: No, HPCU does not charge a fee to enroll in or use the electronic transfer service. However, transfers are subject to non-sufficient funds (NSF) and Check Sentry Courtesy Pay fees when applicable. Refer to the Terms and Conditions for details.

Q: Is there a minimum to how much money can be transferred?

A: Yes, the minimum amount per transaction is \$2.00.

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Q: Is there a limit to how much money can be transferred?

A: Yes, you're limited both on a per transaction and a daily basis as follows:

- **Incoming**
 - Maximum Per Transaction: \$2,000.00
 - Maximum Daily: \$2,000.00
- **Outgoing**
 - Maximum Per Transaction: \$2,000.00
 - Maximum Daily: \$2,000.00

Q: Will my account information or amount I entered for the electronic transfer be saved for future transactions?

A: Depends. Your account information won't be saved on one-time electronic transfers. However, you won't be required to validate your account on future transactions using the same account information once it has been validated once. Your information will be securely saved on recurring electronic transfers. However, only the routing number will display when updating an existing recurring transfer.

Q: Can I cancel an electronic transfer?

A: Depends. Contact the financial institution where the funds are being withdrawn from to request a stop payment order on the transfer. The request may be subject to stop payment fees by the institution.

Q: All my accounts are with HPCU. Can I use the electronic transfer service to transfer funds between my HPCU accounts?

A: No, transferring funds between two HPCU accounts using the electronic transfer service isn't allowed.

Q: Can I use the electronic transfer service to transfer funds between my HPCU account and another HPCU account that I'm joint on?

A: No, transferring funds between two HPCU accounts using the electronic transfer service isn't allowed.

Q: Can I use the electronic transfer service to transfer funds between my HPCU account and another HPCU member's account?

A: No, transferring funds between two HPCU accounts using the electronic transfer service isn't allowed.

Q: I'm not sure of the account information or amount I entered for the electronic transfer. Can I call HPCU to find out?

A: Yes, HPCU can review and verify the transaction's details. If you need assistance, you may visit us at one of our branch locations or give us a call at 713.986.0200 for more information.

Q: I setup an electronic transfer incorrectly taking the funds from the wrong institution. I wanted the funds to come from ABC Credit Union to HPCU but I entered my account information at XYZ Credit Union instead. What should I do?

A: You'll need to contact ABC Credit Union and request that funds be transferred to XYZ Credit Union to cover the electronic transfer. You may also contact XYZ Credit Union to request a stop payment order on the transfer. The request may be subject to stop payment fees by XYZ Credit Union.

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Q: I setup an electronic transfer incorrectly taking the funds from the wrong account. I wanted the funds to come from my savings at ABC Credit Union but I entered the account information for my checking at ABC Credit Union instead. What should I do?

A: You'll need to contact ABC Credit Union to inquire if they're able to "force" post the transaction to the correct account and, if necessary, transfer the funds from savings to checking to cover the transaction.

Q: I setup an electronic transfer incorrectly using the account information for my checking at ABC Credit Union but I selected "savings" as the account type? What should I do?

A: The item should be an exception at ABC Credit Union. You'll need to contact them to inquire if they're able to "force" post the transaction to the correct account.

Q: I need to stop payment on an electronic transfer. What should I do?

A: Contact the financial institution where the funds are being withdrawn from to request a stop payment order on the transfer. The request may be subject to stop payment fees by the institution.

Q: Can I schedule an incoming electronic transfer to pay my HPCU credit card or mortgage?

A: No, the incoming transfer can be posted to your HPCU savings, checking and/or loan except for credit cards and mortgage loans.

Q: Can I schedule an incoming electronic transfer to my HPCU certificate of deposit (CD) or individual retirement account (IRA)?

A: No, the incoming transfer can only be posted to your HPCU savings, checking and/or loan. Once available in your HPCU savings or checking account, you may contact a representative to deposit additional funds to a CD, at maturity, or IRA, when eligible.

Q: Can I schedule an outgoing electronic transfer to pay my other financial institution's credit card or loan?

A: No, outgoing transfers can only be posted to your other financial institution's savings or checking account. You may move the funds as needed once they're available in your account.

Q: I setup an electronic transfer but the funds are still in my account. Should the withdrawal come out first before the deposit is made?

A: No, both transactions are sent at the same time. There's no guarantee that the withdrawal will post at the withdrawing institution before the deposit posts at the depositing institution. You're responsible for making sure the funds are available at the time the electronic transfer is presented. Transfers are subject to non-sufficient funds (NSF) and Check Sentry Courtesy Pay fees when applicable. Refer to the [Terms and Conditions](#) for details.

Q: Where do I go to get help?

A: If you need assistance, you may visit us at one of our branch locations or give us a call at 713.986.0200 for more information.

Q: What if a transaction fails because I did not have enough funds in my account?

A: Transfers are subject to non-sufficient funds (NSF) and Check Sentry Courtesy Pay fees when applicable. Refer to the [Terms and Conditions](#) for details.