

## CBC EasyPay FAQ's



### What is EasyPay?

- EasyPay is a person to person (P2P) payment system that allows CBC members to directly send money to anyone (member or non-member) from their CBC account.

### How do you send money?

1. While logged into Online Banking or the CBC e-Banking app, select EasyPay
2. Enter the recipient's name and phone # or email address
3. Enter the amount you would like to send
4. Confirm the transaction is correct
5. Enter your debit card PIN #

### What does the recipient have to do to receive money?

1. Either an email or text notification will be sent to the recipient, depending on the information given by the sender
2. The recipient must click on the link included in the notification
3. The recipient must fill in their first and last name, debit card #, and debit card expiration date (Recipients may also use their checking account & routing #)
4. Accept terms of service
5. Click "Deposit Payment"

### Do I need to sign up to use EasyPay?

- As long as you are enrolled in Online Banking, you will automatically be able to use EasyPay.

### Can I use EasyPay from my smartphone?

- Yes! You can access EasyPay from both your home computer and the CBC e-Banking mobile application.

### Is there a fee?

- No, EasyPay is a free service for CBC members.

### How long does it take for the money to come out of my account?

- When you send money via EasyPay, your CBC account should be debited right away.

### How long does it take to show up in the recipient's account?

- The recipient should see the deposit in their account within 2-5 business days.

### Does EasyPay work with every financial institution?

- EasyPay works with most financial institutions, however some may require you to enter the recipient's account and routing number in order for the transfer to take place.