

A2A Transfer FAQ: H.P.C. Members



What is an A2A transfer?

A2A stands for Account to Account. This is a type of ACH (Automatic Clearing House) transaction that an H.P.C. member can choose to utilize to transfer funds to and from their H.P.C. account to any financial institution account they own or are joint owner on. Essentially, A2A allows a member to link their account at H.P.C. with their account at another financial institution (any bank or credit union). Once the link is established, a member is then able to initiate debits or credits to or from their linked accounts.

How does A2A work, and how is it different from our current ACH process?

A2A is a way for H.P.C. members to transfer money to and from their H.P.C. account and other accounts they may own or are a joint owner on at other financial institutions. Currently, when a member requests a transfer request, the ACH transfer is manually processed through a series of steps through the 'back-end' of the Credit Union's system. Using the A2A feature, once an account is linked, an ACH transfer request can be processed through the 'front-end' of our system by a Member Service Representative, or the ACH can be initiated by a member through their Online Banking.

To link an account (or multiple accounts), a member must contact the Credit Union to complete and sign an "Authorization for Account to Account Transfer (A2A)" form. Members must provide complete account information about their account(s) at other financial institutions, including: the full account number (including suffix); the type of account; the name of the financial institution; and the financial institutions' routing number. Members must also designate a nickname for A2A account to help identify which account it is.

After the A2A is set up and account(s) linked, H.P.C. members will see their newly linked account as an option in the 'Pay and Transfer' tab when logged into Online Banking. When a member is signed into Online Banking, they may choose the 'Quick Transfer' option to transfer funds; or a member may select to 'Schedule a Transfer' tab and proceed to other transfer options, including setting up ongoing transfers. A member may also use the 'Pay & Transfer' option in their Online Banking to view or modify scheduled ACH transfers.

If a member does not have Online Banking or doesn't want to set up a transfer, members may elect to have a Credit Union Member Service Representative set up the ACH transfer. H.P.C. members must complete and sign an "ACH Origination Authorization Form", and provide the form to a Member Service Representative. The Member Service Representative will then be able to set up the ACH transfer as requested.

Do I have to be on the account I am setting up for A2A?

Generally, yes. To help protect our members and the Credit Union from fraud, our H.P.C. member needs to be an owner or joint owner on the accounts they are linking for A2A transfers. However, exceptions may be made on a case by case basis by the President & CEO or CFO/EVP. When an exception is made, the "Authorization for Account to Account Transfer (A2A)" form and "ACH Origination Request" form must be signed by both our H.P.C member, and the person who is the owner/joint owner of the account they wish to have linked. "Authorization for Account to Account Transfer (A2A)" form and "ACH Origination Request Form", the other owner/joint owner must also provide a copy of their ID (for verification purposes). For example, a landlord (who has their account at H.P.C.) wishes to set up an ACH to transfer funds each month from the renter's account. This can be set up using the A2A feature, as long as written authorization is provided by both the landlord and the renter, and the renter also provides the Credit Union a copy of their ID.

Are there limits?

Yes. H.P.C. members are allowed to both receive and send funds up to \$5,000 per day; and a maximum of \$30,000 per month. However, exceptions may be made on a case by case basis to raise or lower the maximum daily and/or monthly limits.

How long does this process take?

Once the completed form(s) are signed and turned into the Credit Union, a Member Service Representative can link the designated account(s). ACH transfers can then be initiated to or from the member's H.P.C. account to their other financial institutions account(s). Generally, linking accounts can take up to 15 minutes to see in Online Banking after being set up at the Credit Union; and an ACH transaction can take up to three business days to process once it is initiated either at the Credit Union or through Online Banking.

I'm interested in A2A. How do I get this set up?

Call one of our Member Service Representatives today! Call 989-354-4698 and ask about A2A. An available Member Service Representative can help explain the process and have the form electronically sent to you. You can also stop in at one of our branch locations to speak to one of our representatives and sign the form(s) in person to start the process.

A2A Process Flow

1. Member completes and signs an “Authorization for Account to Account Transfer” form to have their account(s) at another financial institution linked to their H.P.C. account. In addition, if the member wants the Credit Union to set up an ACH transfer, the member also signs the “ACH Origination Authorization Form”, and then a Member Service Representative may set up the ACH transfer as requested.
2. A2A accounts are set up/linked by a Member Service Representative. If needed, the Member Service Representative will call the member to confirm the A2A account has been linked, and to confirm the member can navigate Online Banking to see the newly linked account(s).

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graph TD; A[Member signs A2A Authorization (and ACH Origination if desired)] --> B[Member Service Representative sets up A2A links; Member Service Representative sets up ACH if desired]; B --> C[Member may use Online Banking to initiate or modify transfers to/from the designated A2A accounts];
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Member signs A2A Authorization (and ACH Origination if desired)

Member Service Representative sets up A2A links; Member Service Representative sets up ACH if desired

Member may use Online Banking to initiate or modify transfers to/from the designated A2A accounts