

EXTERNAL TRANSFERS

Transfers to/from external accounts

- ✓ Login to your online/mobile banking, select the **"Transfer"** page on the left-hand side of your screen
- ✓ Within Transfers, select the External Transfer tab and then select **"+ External Account"**
- ✓ Enter the following information:
 - ✓ Account Name
 - ✓ Routing number
 - ✓ Member number
 - ✓ The account type (Checking or Savings)
- ✓ When you have completed filling out the account information select **"Submit"**
- ✓ From there it will send two test deposits to verify in the external account which take from 1-3 business days, once verified select **"Confirm"**

The screenshot shows the 'External transfers' setup screen in the Colorado Credit Union online banking interface. The screen is titled 'Jake Tester' and includes a 'Rename' option. The form fields are: 'Type' (Checking), 'ACCOUNT NUMBER' (redacted), and 'ROUTING NUMBER' (redacted). Below the form, a confirmation message reads: 'We've sent two small deposits to verify your account. When they arrive in 1-3 business days you'll need to confirm the amounts. By confirming these deposits you acknowledge you have legal access to this account. You have until April 10 to confirm the deposit amounts.' Two small deposit amounts of '\$ 0.00' are shown. A yellow box highlights the 'Confirm' button. The left sidebar shows navigation options like Profile, Security, User alerts, User agreement, and ACCOUNTS (Colorado Credit Union, External transfers, Add account).

- ✓ Under the "To" and "From" tab, you can select the external account
- ✓ Fill in the required information and select **"Submit"**

External Account Verification

Two micro deposits will be sent to the external account you are trying to connect, the micro deposits can take from 1-3 business days to deposit into the account.

If you are unable to see these micro deposits after the allotted time, please try these troubleshooting resolutions:

- 1. Verify the account number and routing number you are trying to add**
- 2. If you are trying to add a third-party account, such as crypto, please verify with the provider they accept the type of account you are trying to connect.**