

# Altra Pay - FAQ

Free person-to-person payments!



## WHAT IS ALTRA PAY?

Altra Pay is a free mobile and online service offered by Altra. It allows you to send money to your friends or family using your Altra Visa debit card.

## HOW DOES ALTRA PAY WORK?

Using your Altra Visa debit card, you can send funds to nearly anyone who has an account at a U.S. financial institution. A notification will be sent to your recipient immediately and they may receive the funds using an eligible debit card or with their bank account and routing number.

## HOW MUCH DOES IT COST?

Altra Pay is free. This program is one of many member benefits.

## HOW DO YOU ACCESS ALTRA PAY?

Using the Altra mobile app, click on 'Send Money' in the slide menu. Using the desktop version within online banking, select 'Send Money' from the menu toolbar.

## WHAT IS THE MINIMUM AND MAXIMUM AMOUNT I CAN SEND?

You can transfer a minimum of \$1 up to a maximum of \$500 per day or up to your debit card purchasing limits.

## WHAT CARDS CAN I USE TO SEND MONEY?

Altra Pay only accepts Altra Federal Credit Union debit cards to send payments. Your eligible cards will be automatically added into Altra Pay.

## WHEN ARE THE FUNDS DEBITED FROM MY CHECKING ACCOUNT?

The funds are immediately debited from your checking account.

## WHO CAN I SEND FUNDS TO?

You can send funds to nearly anyone with an email address or a mobile phone number that receives text messages. The receiver must have an account with a U.S. financial institution.

## HOW DOES THE RECIPIENT PICK UP THE FUNDS?

The recipient will receive an email or a text message with a link to pick up the funds. Then, Altra Pay will prompt the recipient to enter their debit card number, expiration date, CVV and billing address. They may also click on 'Enter Routing and Account #' and use their checking account number and routing number to receive the funds. This method can take up to 2-3 business days.

## CAN I CANCEL A TRANSFER?

Yes, you can cancel a transfer through the Send Money page. Simply click on the transaction from the Payments section to bring up the details and then click Cancel Transaction.

## WILL THE RECIPIENT BE ABLE TO SEE ANY OF MY PERSONAL INFORMATION (ACCOUNT NUMBER, BALANCE, ETC.)?

Only your name will be shared with the recipient.

## HOW SOON WILL THE RECIPIENT GET THE FUNDS?

If the recipient opts to receive the funds using an eligible debit card, the funds will be credited within 1 business day. If they opt to use their checking account, the funds transfer can take up to 2-3 business days.

## HOW LONG DOES THE RECIPIENT HAVE TO PICK UP THE TRANSFER?

There is a 10-day window for the receiver to pick up the funds. On the 11th day, the funds are returned back to the sender.

## CAN I SEND A MESSAGE WITH THE TRANSFER TO THE RECIPIENT?

Yes, you can enter a memo that will appear in the transaction to the recipient.

## WHY WOULD THE RECIPIENT RECEIVE AN ERROR MESSAGE THAT THEIR DEBIT CARD IS INELIGIBLE TO RECEIVE FUNDS?

Some financial institutions do not allow their debit cards to receive person-to-person transfers. If a recipient encounters this error, they may choose 'Receive with your checking account' to receive the funds. This method will delay the receipt of funds up to 2-3 business days.

## WHAT ELSE SHOULD I KNOW ABOUT ALTRA PAY?

You may not originate transfers of more than \$500 per day or up to your debit card purchasing limits. More restrictive limits may be temporarily imposed for security purposes. In many cases, if the receiver is using a qualifying debit card, the funds will be accepted the same business day. However, if the receiver does not have a qualifying debit card, and uses their checking account number, the funds may take up to three business days to arrive.

## CAN I VIEW THE COMPLETE DISCLOSURE AND TERMS & CONDITIONS?

Yes, please visit [www.altra.org/services/other-services/disclosures](http://www.altra.org/services/other-services/disclosures).