

Member to Member Transfer How-To: TCCU Online

You can now transfer money to other Town & Country Credit Union members using TCCU Online and our mobile app! Check out the how-to below to see how you can do it in TCCU Online.

Before you go in to make or schedule the transfer, you'll need some information from the recipient regarding the account you'll be transferring funds into. Because of this, you'll want to make sure that you know this person well before using this functionality. You'll need:

- Account Type: Is this account a checking or savings account?
- Account Suffix: The account suffix is the four digit number listed by each account within TCCU Online and the mobile app.

PRIMARY SAVINGS 0001	Quick peek
Available	\$10.10
Current	\$15.10

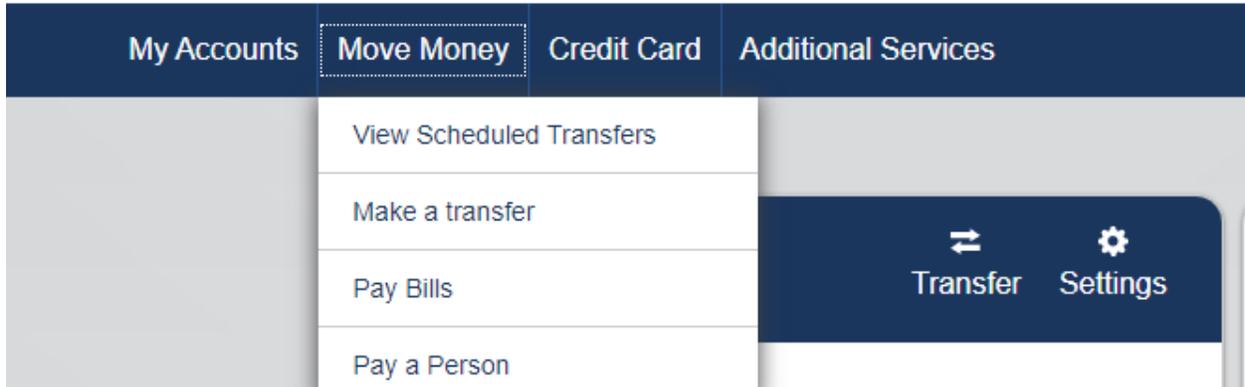
- Member ID: This is the desired recipient's account number which can be found by clicking on eStatements within TCCU Online and the mobile app. If they do not have access to eStatements, they can sign up within TCCU Online or the mobile app or call us at 1-800-872-6358 and we can send it to them.

Once you have that information and you're ready to do the transfer, follow the steps below.

Log in to your TCCU Online account from the login button on the Town & Country Website.

The screenshot shows the TCCU Online login interface. At the top, there are four main navigation options: 'TCCU Online' (with a red padlock icon), 'Apply for a Mortgage' (with a blue house icon), 'Apply For a Loan' (with a blue money bag icon), and 'Open an Account' (with a blue group of people icon). Below these is a login form with a text input field containing 'joetester|', a password input field with masked characters, and a blue 'Submit' button. At the bottom of the form are links for 'New User', 'Forgot Username or Password', and 'Tour our new Online Banking'.

Once logged in, click on 'Move Money' and then 'Make a Transfer'.



On the Move Money page, click on 'Add a recipient' in the upper right hand corner.

A screenshot of the "Move Money" form. The form is titled "Move Money" and has a link "+ Add a recipient" in the top right corner. The form contains the following fields and controls:

- "From": A dropdown menu with the text "Select account" and a downward arrow.
- "To": A dropdown menu with the text "Select account" and a downward arrow.
- "Date": A text input field containing "02/24/2021" and a calendar icon, followed by a checkbox labeled "Repeat transfer".
- "Amount": A text input field containing "\$ 0.00".

At the bottom of the form, there are two buttons: "Make transfer" (dark blue) and "Go to My Accounts" (light blue).

Fill in the required fields and click 'Verify Recipient'.

Who do you want to add?

First 3 characters of last name

Account type

Account Suffix

Member ID

TIPS:

- For the first field, use the first 3 characters of the desired recipient's last name.
- Account Type: Select Checking or Savings.
- Account Suffix: The account suffix is the four digit number listed by each account within TCCU Online and the Mobile app. Your desired recipient should've provided this information.

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- Member ID: This is the desired recipient's account number which they should've provided to you. This can be found by clicking on eStatements within TCCU Online and the mobile app. If they do not have access to eStatements, they can sign up within TCCU Online or the mobile app or call us at 1-800-872-6358 and we can securely send their account number to them.

Add a nickname if desired and click 'Add Recipient'. This recipient will now be saved for future transfers.

Recipient Found

Add Nickname

After the recipient is added, navigate back to the Move Money screen and select which account you'd like to transfer money from and add the desired recipient from your list of accounts in the 'To' field. At this time, only one-time transfers are available to members within the Credit Union. Click on 'Make Transfer' to process the request.

Move Money + [Add a recipient](#)

From

 Available \$115.00

To

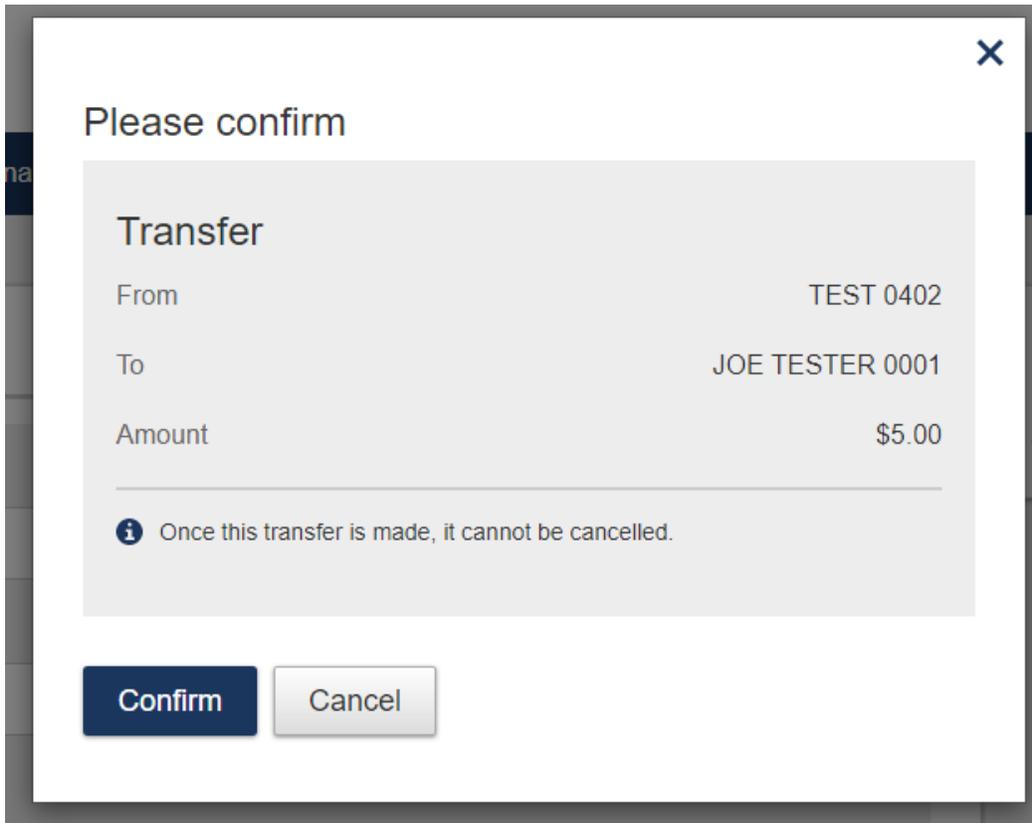
Date

 Repeat transfer

 Future or repeating transfers are not available for recipients.

Amount

Confirm the transfer by clicking 'Confirm'.



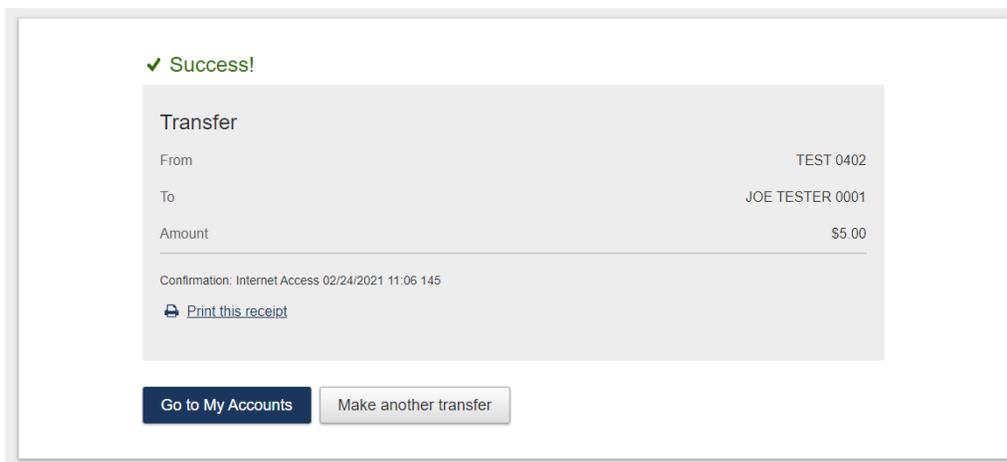
A confirmation dialog box titled "Please confirm" with a close button (X) in the top right corner. The dialog contains a "Transfer" summary table and a warning message.

Transfer	
From	TEST 0402
To	JOE TESTER 0001
Amount	\$5.00

i Once this transfer is made, it cannot be cancelled.

Buttons: **Confirm** (dark blue), **Cancel** (light grey)

Success message should appear.



A success message dialog box with a green checkmark and the text "Success!". It displays the same transfer summary as the confirmation dialog, followed by a confirmation timestamp and a link to print the receipt.

✓ Success!

Transfer	
From	TEST 0402
To	JOE TESTER 0001
Amount	\$5.00

Confirmation: Internet Access 02/24/2021 11:06 145

[Print this receipt](#)

Buttons: **Go to My Accounts** (dark blue), **Make another transfer** (light grey)

The recipient will now appear in the list of options available for transfer within TCCU Online and the Mobile app.

If you have additional questions on member to member transfers, please contact us at 1-800-872-6358.