



**HAWAII LAW
ENFORCEMENT**
FEDERAL CREDIT UNION

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Home Banking External Account Transfer (EAT) FAQs

NOTE: When creating an EAT to transfer funds from your Hawaii Law Enforcement Federal Credit Union (HLEFCU) Account, please make sure that there are adequate funds to fulfill your scheduled transfer request. If you do not have sufficient funds in your account at the time of your scheduled transfer, the system will attempt to fulfill your transfer each day until it can be completed. To prevent this situation from occurring, you may want to delete the EAT from your scheduled transfer listings.

Is there a fee for EAT?

EAT is a free service for qualified members.

Where is the EAT link in Home Banking?

In the upper left corner of Home Banking, click on the "☰" icon and select "External Accounts" under the "Accounts" heading.

I was setting up EAT and noticed a check image, do I need a checking account to initiate EAT?

The EAT set up screen uses a picture of a check to assist you with identifying your account number and routing number at the other financial institution. You do not need checks or a checking account to set up EAT. You may locate your account number of the other financial institution by referring to an account statement. The routing number of the other financial institution may be found on their website. Alternatively, you may contact your other financial institution for this information.

Why were two deposits made to my other financial institution?

To validate your account(s) during the EAT set up process, we will make two (2) deposits to your other financial institution and two (2) withdrawals from your other financial institution. The deposits and withdrawals will always be of the same amounts so that the balance in your account(s) will never be less than the actual balance. The amounts of these transactions will vary and be less than \$2.00. Please note the amounts of these transactions, as you will need them to finalize your EAT set up.

How do I delete an external account?

Deleting an external account is simple. Access home banking and click on the External Account Management menu. From there, click "delete" next to the linked external account you wish to remove. Please be informed that once an account is deleted, you'll need to complete the full EAT set up process again to reinstate an account.

Can I use EAT to make loan payments to another institution?

Unfortunately, EAT is unable to process loan payment requests to other financial institutions. However, you may set up an EAT to your other financial institution's checking or savings account. Then, make a transfer from your other financial institution to your loan. Alternatively, you may also set up a recurring Bill Pay in Home Banking. It's free! Don't have Bill Pay set up? Please give us a call at 808.973.4311.

I'm setting up a new transfer, and I see an account name on the dropdown menu that is not familiar. What happened? Where can I change my account name?

When you first linked your account of the other financial institution, you were prompted to provide an Account Description. This Account Description is the name of your account. For example, if you typed "My Checking Account," that name will be affixed to your account name. To change the name of a linked external account, log in to Home Banking, External Accounts, and click on the External Account Management option. Find the external account you wish to rename and click "edit." The system will prompt you to enter a new Account Description.

My EAT is set to transfer today. Why aren't the funds in my account yet?

Unlike an internal transfer within HLEFCU, EATs are not instant. EATs typically take two (2) to three (3) business days to post to your account. The following is an example of an EAT.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			Transfer Requested	<u>Day 1</u> Funds Withdrawn	Holiday	Weekend
Weekend	<u>Day 2</u>	<u>Day 3</u> Funds Delivered				

Where can I view pending transfers?

To view your pending EATs, find and click on "View External Transfers" in the External Account menu.

How do I stop an EAT from going out?

To stop an EAT, find and click on "View External Transfers" in the External Account menu, and delete the transfer you no longer wish to process. It is important to note that once an EAT transfer is processed, it cannot be stopped.

Why is there a hold on my account in the amount of my scheduled EAT?

Please be aware that a hold is placed on your funds in the amount of the outbound scheduled transfer. We do this to ensure that funds are available in your account at the time of transfer settlement.

Why are the funds transferred into my HLEFCU account on hold?

All transfers from an linked external account to your HLEFCU account are subject to a hold of up to three business days. The hold helps us to ensure the transfer posts correctly before releasing funds.

Why is there a fee for exceeding transfer limits on savings accounts?

The Federal Reserve, under Regulation D, sets limits on the number of transfers account holders can make from their savings account. At present, the current limit is six outbound transfers per month. This includes EATs from your savings account, transferring money from your savings to checking, and making a debit card transaction from you savings, among others. When you exceed the six-per-month transaction limit, the Federal Reserve requires that we either charge a fee or close your savings account. To minimize impact to our members, we have elected to charge a fee rather than close your account.

Can I set up a transfer on the weekend or holiday?

All EAT and other ACH transactions are processed by the Federal Reserve. Because the Federal Reserve is not open on weekends and holidays, we are unable to accommodate EATs on those days.

Can I set up an EAT to pay my HLEFCU Mortgage Loan?

EATs cannot be applied to HLEFCU Mortgage loans at this time. However, you can set up a transfer from your linked external account to your HLEFCU savings or checking account. From there, we can set up an Automatic Account Transfer to automatically pay your mortgage. Please call us at 808.973.4311 to set up an Automatic Account Transfer.