



Zelle®

Frequently Asked Questions

What is Zelle®?

Zelle is a fast, safe and easy way to send money directly between almost any bank accounts in the U.S., typically within minutes¹. With just an email address or U.S. mobile phone number, you can send money to people you trust, regardless of where they bank².

Why Zelle?

With *Zelle*, money moves fast, typically in minutes¹ when both users are already enrolled. Money moves directly from account to account with no stops in between.

Zelle offers reduced sharing of sensitive account details to third-party service providers.

Zelle additionally offers a standalone application through the iTunes or Google Play stores. The *Zelle* app is known as the Common Mobile Application (CMA) or the Purple App and is offered in conjunction with the integration of *Zelle* into your bank-branded application. Through this additional channel, the operators of *Zelle* have extended the Zelle® Network to allow almost anyone with a bank account in the U.S. and an email address or U.S. mobile phone number to enroll with *Zelle*. Enrolling in the *Zelle Network* is simple and can be done with an email address or U.S. mobile number through a customer's mobile banking app.

What kind of debit cards can users enroll with?

The *Zelle Network* supports both Visa® and MasterCard®.

QUESTIONS?

If you have any questions, please contact your FIS Client Relations Representative.

Send, Request, Split

How can a customer send, request, or split funds with Zelle?

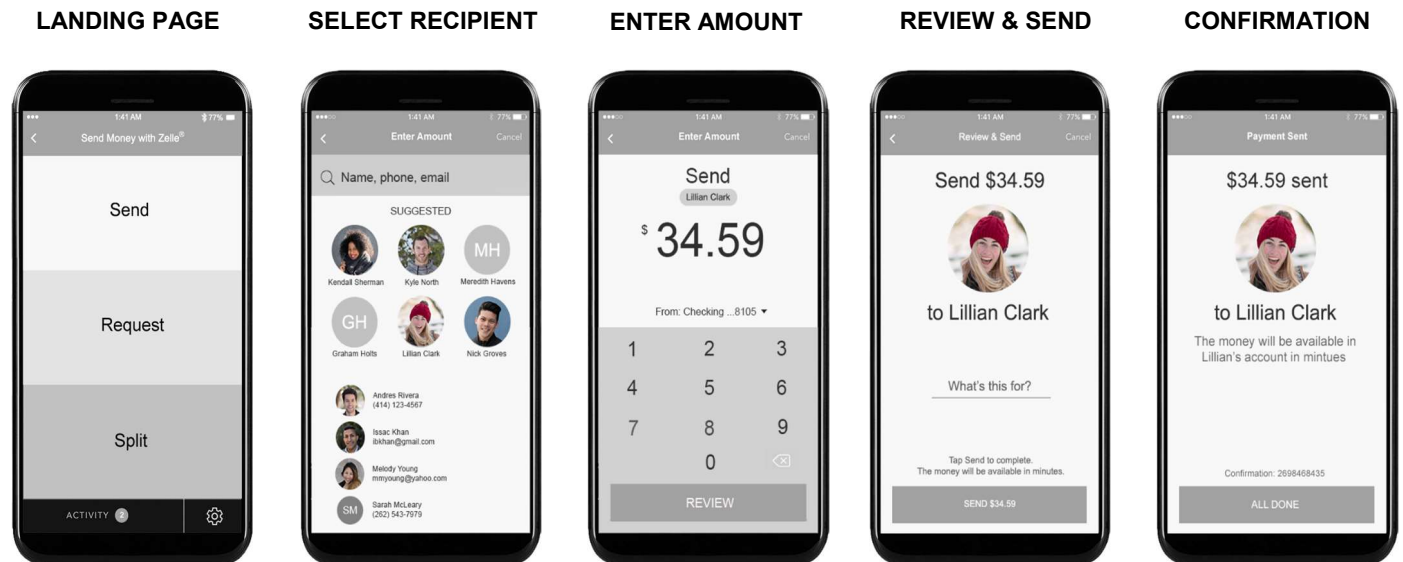
Sending and receiving money with Zelle is simple. Customers can send and receive payments by enrolling with a U.S. mobile number and email address³.

FIS' Zelle UX

Each landing screen below illustrates the steps taken to complete a transaction. To review a log of past transaction history, customers can tap the ACTIVITY tab at the bottom of the landing page.

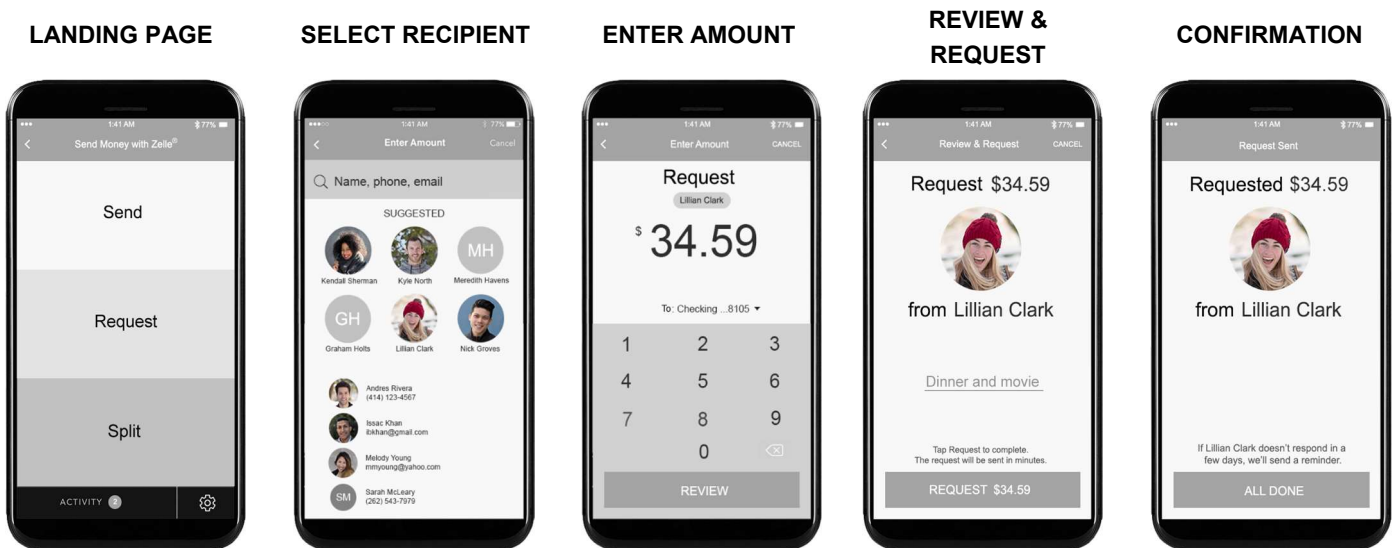
Send

A user can send money by following the steps on each screen¹.



Request

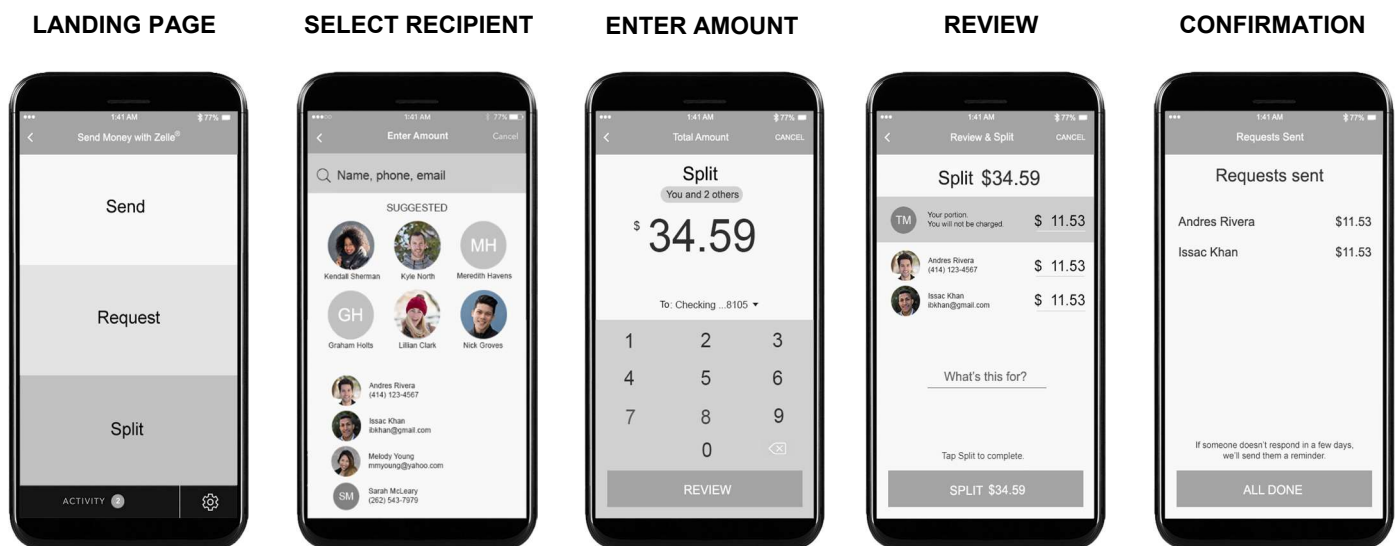
A user can request money by following the steps on each screen.



In order to send payment requests or split payment requests to a U.S. mobile number, the mobile number must already be enrolled with Zelle.

Split

A user can split payments by following the steps on each screen.



In order to send payment requests or split payment requests to a U.S. mobile number, the mobile number must already be enrolled with Zelle.

What is the Zelle app?

The *Zelle* app, also known as the Common Mobile Application (CMA), is a standalone app that allows almost anyone with a bank account in the U.S. to enroll with *Zelle* regardless of where they bank. During your *Zelle* implementation, you will be required to configure debit cards for *Zelle* CMA transactions. Once onboarding is complete, you will be able to conduct debit card transactions via Visa® and MasterCard® Fast Funds networks, OTC and Money Send, respectively.

What is OTC and Money Send? And, what does Fast Funds Enabled mean?

These are the real-time payment networks from Visa® and Mastercard®, respectively. If you already have one of these networks setup for transactions today, that is known as being Fast Funds Enabled.

What is PayNet?

PayNet operates as FIS's real-time money movement network for all *Zelle* transactions, supporting various account types such as checking, savings, and non-traditional deposit accounts. PayNet is a card-less solution for e-commerce, person to person (P2P), bill pay, and mobile which leverages FIS's network assets for account access, settlement between parties, and adjustment processing.

This FIS product addresses the growing demand for real-time money movement.

If an FI is not currently a PayNet participant, they will need to complete PayNet onboarding as part of the implementation process.

Is PayNet part of FIS?

Yes, PayNet is an FIS network and runs on the same rails as FIS's NYCE network.

Does PayNet run on the same rails as Visa® and MasterCard® transactions?

PayNet doesn't come into play for the card rails in *Zelle*. For debit cards the transactions come across the MasterCard® and Visa® rails. PayNet will only interact with the DDA accounts.

Zelle and Fraud Prevention

What is Out-of-Band-Authentication (OOBA)?

OOBA is a form of multi-factor authentication which can be sent via SMS.

Why do I need Out-of-Band Authentication?

Zelle implementations require an FI to have OOBA. If an FI currently does not have OOBA, they will be asked to initiate a project to have this added.

How is authentication confirmed?

OOBA is a quick, easy solution to authenticate into the mobile banking application. It's as simple as 1-2-3.

1. During enrollment, the banking app will prompt the entry of a one-time, passcode (OTP).
2. The OTP is then sent by text to the customer's SMS-enabled device.
3. The customer then enters this OTP into the banking app for secure enrollment.

Enrollment

Where is the email and U.S. mobile phone number coming from during enrollment?

This data is being pulled from your respective core.

What if the email and U.S. mobile phone number are not pre-populated during enrollment?

The user will be able to manually enter in their email or U.S. mobile phone number.

How do I change a customer's email address?

You would follow the normal process for updating a customer's email address. For questions regarding updating cardholder information on the platform, please contact your client relations representative.

What is a token?

A token is the email or U.S. mobile phone number used to identify an enrolled user and associates that user with their enrolled account.

Can a token be enrolled to more than one user?

Each token is unique to one user and one financial institution within the *Zelle Network*.

Contractual Agreements

Who do we contact if we have questions regarding any contractual agreements (Network and/or FIS agreements)?

If you have any questions regarding the contractual agreements between your institution and Early Warning or FIS, please reach out to your respective Sales Account Manager (SAM).

Terms & Conditions

At the time of consumer enrollment, the FI's terms and conditions must be disclosed. The *Zelle* Standard Terms & Conditions will be provided to an FI during the onboarding process. These will be attached as an addendum to the FI's current Mobile Terms & Conditions.

UX

Branding

Participant branding will include the following default colors. Please reference the screenshots below.



Alerts

Through your FI's collaboration with FIS, in the FI branded application, notifications will be sent to all consumers as seen in the below screenshot. Your FI's name will occur in place of "FIS" in the screenshot below. Branding within the notifications to all end-users is customizable. The default verbiage within the notifications is non-customizable. For additional information on email alerts, materials will be provided at the beginning of the onboarding process. Please reference "FIS Zelle® Alerts Reference Guide" included in the *Zelle* onboarding materials.

Implementation Procedures

What can an FI expect during a *Zelle* Implementation?

A *Zelle* implementation can last for approximately ninety to one hundred twenty days, during which time you will receive regular communications regarding configuration updates, setup completions, and trainings for go-live preparation.

Will we be able to test before going live with *Zelle*?

Your institution will have two weeks to conduct end-to-end validation testing prior to go-live. Once you have completed testing, you will be provided one week of post-live support by the Implementations Team.

When can we expect to go live with *Zelle*?

An FI's estimated Testing and Go-Live dates are contingent upon completion of onboarding documents and implementation tasks.

Once the post-live period has concluded, your project will be turned over to Product Support.

Zelle Trainings

A financial institution will be led through a series of trainings in the following areas:

Marketing

FI marketing contacts partner with our FIS Digital Payments Marketing team. Access will be granted to a variety of marketing-approved templates and materials as well as the user-friendly *Zelle* Partner Portal. Additional offerings include marketing help with design and customizations as well as a subscription to the Zelle® Marketing Connections Newsletter—keeping the FI up-to-date on all Early Warning regulated marketing standards and procedures.

Product

Trainings given by our product team will help familiarize your FI with the *Zelle* application. Steps of the money movement process within the *Zelle* application will be explained.

Fraud

The fraud training covers current FIS fraud *Zelle* offerings as well as measures being taken to mitigate fraud. The following measures include operational reports, OOBA, risk assessment tool, transaction monitoring and consumer alerts.

Settlement & Balancing

Through the implementation process, your institution will receive training on what to expect and prepare for *Zelle* transaction balancing and settlement.

Mobile

Mobile *Zelle* training (for FIS Mobile clients): The Mobile *Zelle* training is an online, self-paced course that clients can take via LMS (an online training tool).

Support (CST)

Customer Service Tool (CST) Support training is a virtual training delivered by a live person or available via recording.

Miscellaneous FAQ

If a customer is sending money to someone who has not enrolled with *Zelle*, how long will it take to receive the money?

Money sent with *Zelle* is typically available to an enrolled recipient within minutes¹.

If you send money to someone who isn't enrolled with *Zelle*, they will receive a notification prompting them to enroll. After enrollment, the money will move directly to your recipient's account, typically within minutes¹.

Can I implement an online version of *Zelle* through FIS?

Zelle is being approached as an FIS Mobile-only offering.

Can I implement a tablet or iPad version of *Zelle* through FIS?

Zelle is being approached as an FIS Mobile-only offering, but this is being considered for future enhancements.

Do existing People Pay users get automatically migrated to *Zelle* as enrolled users? If yes, do the payees also get moved over automatically?

No, they must enroll with the *Zelle Network* with each U.S. mobile number and email they want to use as tokens. The payees are migrated within the *Zelle UX*, but each user must enroll.

Can People Pay and Zelle be live at the same time?

No, once *Zelle* is live, People Pay will be shut down. During testing, People Pay and *Zelle* can be enabled simultaneously and your People Pay users will not see an interruption in service until they are prompted to enroll with *Zelle* after go-live.

Zelle Client Enablement Program – Process FAQs

FIS™ is proud to offer a valuable program at a reduced cost that will enable you to implement the *Zelle Network*® person to person (P2P) solution. *Zelle* provides you the ability to join a network that will help you maintain your competitive edge with Fintech providers outside of the banking industry as well as other banks. *Zelle* will also deepen your existing customer relationships by providing them with an easy to use solution powered by FIS and your bank.

Please review the following Frequently Asked Questions (FAQ) about the *Zelle* Enablement Program.

What is the timing of the campaign?

The Readiness opt-out phase will run from Feb. 28, 2019 to March 28, 2019. The Enablement opt-in phase will then run from Feb.28, 2019 to May 30, 2019 for all clients that opted in or did not opt-out of Readiness.

What is the contract term for the service?

The contract term is coterminous with your FIS mobile banking services agreement.

How long is the special pricing available?

The special pricing is available from Feb. 28, 2019 to May 30, 2019 for clients that participate in both Readiness and Enablement phases of the campaign.

What is included in the Readiness opt-out phase?

The following services are included in *Zelle* Readiness:

- Initial Kick Off and Implementation Plan Preparation
- Create Workbook and Engage Partner Suppliers
- Preparation of required Paperwork
- UI/UX Certification
- Out of Network Transaction Setup

- Channel Integration Setup

What is included in the Enablement opt-in phase?

The following services are included in Zelle Enablement:

- Testing Support
- Submission of Required Paperwork
- Collection and setup of Client Collateral
- Go-Live Coordination with Partner Suppliers and Network
- CST Admin Setup
- Tier 1 Support Setup (if applicable)

What criteria must an institution meet to qualify for the Zelle Enablement Program?

Institutions must meet all of the following criteria to be eligible for this program and special pricing:

- FIS Mobile Banking Services relationship
- FIS Brown Deer or Norcross debit processing relationship
- One of the following FIS Core relationships – BancPac, Bankway, Horizon, IBS or Miser
- FIS Internet Banking (CeB or OLB) relationship
- Asset Size less than \$8 billion

Zelle Client Enablement Program – Product FAQs

If a customer has accounts at two (2) participating banks, can they enroll both accounts with Zelle?

A customer can enroll accounts with Zelle at multiple banks which are independent of one another. For each account enrolled with Zelle, they will need at least one unique token. A token is defined as an email or U.S. mobile number. A token cannot be enrolled to more than one account with Zelle.

What happens if the other financial institution doesn't participate in the Network?

The customer of the non-participating financial institution can download the *Zelle* app and enroll using their debit card and an email address or U.S. mobile number.

Will commercial clients/accounts be able to use the service?

This is something we are looking at for 2020. We will not have a B2C or B2B solution in 2019.

Can this solution be integrated with the CeB (Consumer eBanking) and OLB (Online Banking) internet banking products?

The integration will occur with only your mobile application. However, we are looking at integration with our web banking products in the future.

Does this replace PeoplePay?

PeoplePay will continue to be supported as a separate service but if you elect to sign up for *Zelle* we will convert you over to *Zelle*. We will provide you with relief from your existing PeoplePay agreement.

We currently use PeoplePay. Why would we want to move to Zelle?

Zelle is a send and receive network and PeoplePay is a send-only network. The *Zelle* experience is frictionless once both users are enrolled while PeoplePay had a claim process that was required for each transaction. *Zelle* transactions can be completed in minutes when the recipient is already enrolled, while the default for PeoplePay is ACH unless you have enabled the credit push to a debit card feature.

How is the implementation process different if you currently use PeoplePay?

What is the impact to existing PeoplePay customers?

The primary difference in the implementation steps are managed by the assigned Implementation Analyst and occur during the go-live transition. Non-testers will still be able to use PeoplePay during the testing period. It is only during the product cutover of the mobile application that PeoplePay users would see an interruption and ultimately a change in their service as their entitlements are moved to *Zelle*.

Is the FIS Zelle experience ADA compliant?

Yes.

Are there additional compliance requirements for PayNet since we will no longer just be a recipient of funds?

There are not additional compliance requirements for PayNet.

How does FIS help us mitigate fraud when we offer this service?

Consumers are required to verify they have physical access to emails and U.S. mobile phone numbers when enrolling. In addition, FI's can set transactional and daily dollar limits to mitigate fraudulent activity. FIS has also partnered with IBM Safer Payments which is a real time fraud interdiction product. There is a standard version of Safer Payments that is at no additional cost to the FI. This will use a standard set of rules to identify questionable activity and prevent the transaction when it violates any of the set rules. We are also working on a premium version that will be available later this year that would allow the FI to set their own rules.

Are there dollar limits for payments or do we have options to add limits?

Participating financial institutions will set their own limits for the amount of money customers can send, and FIS provides recommended limit tiers based on your risk profile. There is no limit to the amount of money your customers can receive.

Is out of band authentication (OOBA) required for the product or optional?

OOBA is not required for the product. It's an additional feature that financial institutions can choose to enable. However, the FIS mobile application does out of band authentication on the consumer when they log into the application, but it is not required during a send or receive transaction. If a client wants this enabled within Zelle, there is an additional cost for the service.

Does FIS offer Tier 1 support for the product?

Yes, FIS optionally offers Tier 1 support. In addition, CeB customers that already have Tier 1 support will have it automatically provided for this product.

Is the standard transaction fee charged to the bank each time a customer sends or receives funds?

Yes, the standard transaction fee applies to all transactions.

Does the delivery surcharge add to the standard transaction fee each time a transaction is sent or received?

The delivery surcharge is in addition to the standard transaction fee but only for transactions where one side of the transaction is to an out of network participant using a MasterCard or Visa debit card

What percent of transactions would incur the delivery surcharge?

FIS estimates that about 15% of transactions will qualify for the delivery surcharge and anticipate that rate will decline over time as more financial institutions add the product.

How do our customers know when a person they are sending money to has a 'fast funds' enabled MasterCard or Visa debit card?

A Fast Funds debit card is enrolled in the MasterCard MoneySend and Visa OCT (original credit) service. The network will not allow the recipient to enroll and the person sending the money will be notified when the payment expires.

Participating banks must submit customer information to Zelle, do you know if this requires altering the financial institutions Privacy Notice?

It will depend on what is contained in your Privacy Notice. Typically, many financial institutions include a provision about sharing information for the purposes of fraud prevention/monitoring, but we recommend you review your Privacy Notice. We also know there is a specific requirement for the terms and conditions (T&Cs) that all consumers must agree to as part of enrolling in Zelle. This will be discussed during the implementation process.

What assurances do we have that our account information doesn't get shared with the owners of Early Warning Services, LLC?

Early Earning Services, LLC is bound by the National Shared Database rules and is not allowed to share any information with the founding banks.

Is the transaction fee charged both on the originating bank and the receiving bank, or just the originating bank?

The transaction fee is charged to the Originating Participant Bank for on-network transactions. It is also charged to the Participant Bank for receiving any transactions initiated by a Non-Participant Bank.

Does the Electronic Funds Transfer Act (EFTA) and Regulation E cover Zelle transactions?

Yes, Zelle transactions are covered by the EFTA and Regulation E.

Zelle Enablement Program - Key Contacts and Resources

Name	Contact Information	Topics
Implementations	The implementations-related email address is shared when a completed contract is received	<ul style="list-style-type: none"> ✓ Campaign Implementation Process ✓ In-progress implementations
Product Information	www.fisglobal.com/zelle-streamlined-deployment	<ul style="list-style-type: none"> ✓ Deployment Overview ✓ FAQs ✓ Product Overview
Product Marketing	zellemarketing@fisglobal.com	<ul style="list-style-type: none"> ✓ Product Questions
Product Sales	FIS.Zelle.Client.Enablement@fisglobal.com	<ul style="list-style-type: none"> ✓ Campaign details ✓ Pricing and Contracts ✓ Client Deal Details

¹ Transactions typically occur in minutes when the recipient's email address or U.S. mobile number is already enrolled with *Zelle*.

² Must have a bank account in the U.S. to use *Zelle*.

³ In order to send payment requests or split payment requests to a U.S. mobile number, the mobile number must already be enrolled with *Zelle*.

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