



## Quick Reference Guide

# ZELLE® QUICK REFERENCE GUIDE

Zelle® is a fast and easy way to send and receive money. Here are some tips and tricks for using Zelle® with Achieva Credit Union.

## How do I access Zelle®?

You can use Zelle® through Achieva's mobile banking app. Once logged in, navigate to your widget list and select 'Send Money with Zelle®' to get started.

## What information do I need to send money to someone using Zelle®?

To send money using Zelle®, simply select a trusted recipient from your mobile device's contacts. Alternatively, you can add a new recipient's email address or U.S. mobile phone number.

## How do I receive money from someone else using Zelle®?

### You can receive money with Zelle® in two ways.

First, simply provide your enrolled email address or U.S. mobile phone number to a friend and ask them to send you money with Zelle®.

Second, you may request money using Zelle® in Achieva's mobile app by choosing 'Request' then selecting the individual from whom you'd like to request money and entering the amount you'd like to request, then include an optional note, review and hit 'Request'.<sup>1</sup> If your friend responds and sends money, it will go directly to your Achieva account.

## Is there a fee to use Zelle®?

There is no fee to use Zelle® in the Achieva Credit Union mobile app.

## How do I navigate the 'back' button when using an Android device?

When using Zelle® on an Android device, it may appear that your back button is not accessible in the area expected. As an alternative, there are many 'back button' downloads available through your app store which you may find easier to navigate.

## What if I'm already enrolled to use Zelle® through another financial institution?

If you are already enrolled to use Zelle® through another financial institution, you may migrate your enrollment by using the same email or U.S. mobile phone number. You may also have an additional enrollment by using a different email or phone number. This is a great way to send money from your account at the another financial institution.

Never share your Zelle® login information. Achieva Credit Union will never ask for your Zelle® login credentials, nor will Zelle® contact you to request this information. If you feel uncertain about a call, email or text you've received requesting this information, please contact Achieva Credit Union directly at 800-593-2274. **Always verify the identity of recipients before sending payment.**

For a full list of FAQs and additional information, visit [www.achievacu.com/zelle](http://www.achievacu.com/zelle).

<sup>1</sup> Payment requests to persons not already enrolled with Zelle® must be sent to an email address. Terms and conditions apply. Zelle® and the Zelle® related marks are wholly owned by Early Warning Services, LLC and are used herein under license.