

SNAP PAY FAQs

What is Snap Pay?

An easy way for you to send money electronically to anyone who has a bank account in the United States. By simply emailing or texting, you can now send money directly to the recipient.

How does it work?

Snap Pay works through our mobile banking platform using your debit card information. The recipient will receive either an email or a text, depending on how you choose to send it, with instructions on how to direct the payment into his/her bank account.

What can I use Snap Pay for?

You can use Snap Pay to send money to anyone in the United States that has a bank account. There are many ways to use it to make your life easier, such as:

- *Paying rent to your landlord or roommates
- *Splitting the tab at a restaurant
- *Sending money as a gift or to your child at college
- *Paying the babysitter

Will any personal information be shared with my recipient?

Your name, email address, phone number and any other information you type into the message field, may be shared. No bank account information will be shared.

How do I send money with Snap Pay?

Navigate to the Snap Pay tab in The Bank of New Glarus® and Sugar River Bank Branches mobile banking app. Enter the recipient's email address or mobile phone number, dollar amount and memo information. The system will prompt you for your debit card number, enter it and your PIN and click submit. You will receive a confirmation email when the payment has been sent and also when the recipient receives the money.

What recipient information do I need to send the money?

The only information you need from the recipient is their email address or mobile phone number. They enter their own bank account information when they receive the money.

What happens to payments if the recipient doesn't accept the money?

The payment will be cancelled and the funds, minus the fees, will be returned to your account in the event that the recipient doesn't accept the funds within 10 days.

When will the funds be deducted from my account?

The funds will be debited from your account immediately after you submit the transaction.

When will the recipient get the money I send?

The recipient will receive either an email or text message with instructions as to how to claim the payment. If the recipient uses their debit card to receive the payment, it will post to their account immediately. If the recipient uses their checking account information to receive the payment, they will receive it in 2 banking days.

If the recipient doesn't claim the payment within 10 days, the transaction will be cancelled and the funds, minus the fees, will be returned to your account.

Are there any fees?

No, there are no fees for this service.

Can I cancel a payment?

To cancel a payment before it has been deposited to your recipient's account, call your personal banker or (608)527-5205. Payments that have already been claimed by the recipient cannot be cancelled.

What are these descriptions?

Disbursed: Your payment has been sent and the recipient has received the funds.

Funded: Your payment has been sent and is waiting for the recipient to claim it.

Pending: Your payment failed to be sent.

Escheatment: Your payment was sent but the recipient did not claim it within the 10 day period and it was returned to you.

I've received a new debit card, how do I change the information?

Unfortunately, card information is not able to be edited at this time. Enter your new card information and then select that account when sending a Snap Pay. Please contact your personal banker to delete old card information.