

Instructions and FAQs for using Zelle® to pay your Cawood Inn dues or guest fee

Please see below for instructions for transferring funds via Zelle to the Cawood Inn's primary bank account to pay your annual dues or guest fee. These instructions are based on sending funds from an M&T® personal bank account. Your experience may vary slightly if you will be sending your payment from a different financial institution.

Note that the Cawood Inn imposes a \$10 processing fee on every Zelle transaction to address the fees imposed by electronic fund transfer services. Be sure to include this fee in the total amount you send to the Cawood Inn.

- 1) Log on to your personal banking website or banking app on your mobile device. We recommend that your first Zelle transaction to the Cawood Inn be through your personal banking website and from a computer. You will then be able to make subsequent transactions more easily from a mobile device.
- 2) Click on "Payments and Transfers" or similar page.
- 3) Click on "Send Money with Zelle" or similar.
 - a) You will be asked for an amount. Please be sure to add the \$10 processing fee in the total amount.
 - b) When we receive deposits via Zelle, the name of the sender's bank account shows up in our statement. Therefore, if you're sending funds from a firm or other business-type account, please enter your name in the memo field so that we know to whom to credit the deposit in the Inn's records.
- 4) Click on "Add a Recipient" or similar.
- 5) In the "First Name" field enter: "Cawood Inn"
- 6) In the "Last Name" field enter: "Treasurer"
- 7) In the "Mobile Number or Email Address" field, enter: "cawoodinntreasurer@gmail.com". **Accuracy is critical at this step - ensure that you have not made any typos.**
- 8) You should receive a pop-up that states: "cawoodinntreasurer@gmail.com is enrolled with Zelle as The American Inns of Court®. Is this correct?"
- 9) Click "yes" if you get this pop-up, or "no" if you see something else. Check spelling for typos if you see something else.
- 10) You should then receive a pop-up titled, "Security Confirmation" or similar, and it will ask you how you would like to receive a verification code. Click on your preferred method (usually a mobile phone number or an email address).
- 11) Once you receive and enter a verification code, you should receive a final pop-up that states: "\$xxx.xx sent to Cawood Inn Treasurer enrolled as The American Inns of Court. Confirmation xxxxxxxx."
- 12) For optimal processing, and if you are paying your membership dues, please complete the membership form and send to cawoodinntreasurer@gmail.com. You may also print the form, scan it, and send by email, or by alternatively send by postal mail to the address on the form. If you are paying a guest fee, please also send an email to cawoodinntreasurer@gmail.com so that we know to watch for your payment.

Frequently Asked Questions (FAQs):

Q1: Do you have any concerns about security?

A1: As is the case with all financial transactions performed using computing technology, the Board strongly recommends being conscious of security. In particular, if you are using a public WiFi network (e.g., Starbucks or any WiFi network that does not require a password), the Board recommends only performing financial transactions if you have a virtual private network (VPN) installed on your computer or mobile device. Contact your IT specialist for more details.

Q2: If I make a typo or other mistake, can I pull back the transaction?

A2: Transactions sent by Zelle cannot be "pulled back," or otherwise cancelled. You have no recourse if you send it to the wrong email address or phone number.

Q3: Why did the Board choose Zelle over other electronic fund transfer systems such as Venmo®?

A3: The Board chose Zelle over other electronic funds transfer systems because Zelle's terms and conditions are more favorable and Zelle is run by banks. This is in contrast to Venmo and Paypal, which are pure third-party systems and have less-favorable terms and conditions. We have a strong relationship with our banking institution, so in the event of a problem, the Board **might** be able to work with the Inn's bank. However, as noted in FAQ #2 above, Zelle transactions cannot be cancelled or "pulled back," and the burden is on the sender to ensure that they are sending funds using the correct contact information for the recipient.

Q4: Why does the Cawood Inn impose a processing fee surcharge when using electronic fund transfer services?

A4: Electronic fund transfer services levy various processing fees. The \$10 processing fee surcharge for using Zelle is designed to address these fees in a simplified manner.