



Pre-Authorized Debit ("PAD") – Frequently Asked Questions

1. Question - What is a Pre-Authorized Debit (PAD)?

Answer - Pre-Authorized Debit (PAD) is a withdrawal from your account initiated by a company or a financial institution (FI) that has your written authority to do so. PADs are often used as a convenient way to make payments for goods and services, to an organization or to transfer investment funds on an ongoing basis. Frequent uses of PADs include mortgage and utility payments, membership dues, charitable donations, RSP investments, and insurance premiums.

2. Question - How do I become authorized to make PAD Transactions?

Answer – You must Sign-Up to become a member of UseMyBank, once you have signed up and logged in to the UseMyBank Members area you will find links to download the PAD agreement, PAD terms, FAQ's to answer other general questions, and diagram of the PAD Authorization Process and Payment Process. You are asked to fill out and send back to UseMyBank the required forms and documents stated within the forms.

Once UseMyBank has received all the documents required for Pre-Authorized Debit (PAD), UseMyBank will make a Micro-Withdrawal from your account of less than \$1.00 which will take 1-3 business days to process. Please check your account for the Micro-Withdrawal and note the actual amount, at this point we ask that you either login to the UseMyBank Members area and submit the withdrawn amount in the field provided, or contact the UseMyBank Support Department via email or phone, and state the actual amount of the Micro-Withdrawal. Once the amount has been confirmed you will automatically be authorized to make PAD payments.

Alternatively, you may request that the required forms and documents required for Pre-Authorized Debit (PAD) be sent via Snail Mail in a PAD package.

3. What are the documents that are required to become authorized for PAD?

Answer - The documents required are the signed UseMyBank (PAD) form, a cheque marked "VOID" from your Chequing Account, Government Issued Photo ID and Bill with your current address (eg, Cable, Telephone, or utility).

Note: A digital photograph of any of the required documents and/or ID will be accepted.

4. Question – I do not have or have access to a fax machine or a scanner, how can I send you the required documents and information?

Answer – If you do not have or have access to a fax machine and/or scanner to can simply use a digital camera and take a photo of each of the required documents and information and simply email the photos of the documents to pad@usemybank.com

5. Question - How long will it take begin making my first payment?

Answer - Once we have received all the appropriate documents from you and the micro withdrawal has been confirmed back to us, all ongoing payments will be instantly credited to the Merchants account. In the background it will take 1-3 business days to process these payments. Please ensure you have sufficient funds to process the Pre-Authorized debit. Otherwise, additional fees will apply.

6. Question - Are my payments instant?

Answer – Yes!

7. Question - Why has UseMyBank switched to PAD (Pre-Authorized-Debit)?

Answer - At this time, your Canadian Financial Institutions has blocked our ability to process real time payment through online banking. We are working on an alternate payment solution and will not have it ready for at least a few months. We will let you know when this becomes available.

8. Question - Does the PAD agreement have to be signed by the payor?

Answer - Yes, the Canadian Payments Association's Rule H1 requires that an underlying agreement be signed by the payor (i.e. the account holder) before the company or your FI initiates any PADs through the Canadian clearing system.

9. Question - What is the charge to use this new payment system?

Answer - The cost to use this new payment system is free to the buyer/ payor (i.e. the account holder).

10. Question - How does UseMyBank make money if you are free?

Answer - UseMyBank makes money from the fees charged to the Merchant/Seller.

11. Question - I'm already a client of UseMyBank; do I have to go through the sign-up process all over again?

Answer - There are two pieces to the signup process now for ALL Buyers. The first is to ensure you have signed up through UseMyBank and have created a member profile, and the second is to fill out the PAD Agreement and provide the necessary documentation and information to UseMyBank via email, fax, or snail mail.

12. Question - I have different email accounts with different merchant/Sellers. Can I continue to use these various email accounts with UseMyBank?

Answer - Yes, you may use different email address as we will be authenticating users based on the member profile that was created during sign up. However, if you wish to see transactions with the different email address that you may use, you will need to create a new member account and follow the same signup process.

13. Question - If I have various email addresses; do I need a separate Pre-Authorized Debit (PAD) agreement for each email address?

Answer - Yes, you may use different email address as we will be authenticating users based on the member profile that was create at sign up as a VIP member. If you wish see the transactions with the different email address that you use, you will need to create a new member account to view the transactions.

14. Question - With the new Pre-Authorized Debit (PAD) system in place, can I use the service when out of the country? Particularly when in the U.S.A.?

Answer - No, we do not support US transactions at this time.

15. Question - Is your support still 24 hrs. Seven days a week?

Answer - At this time we will be only offering direct phone and email support during the hours of 7am to 1am - 7 days a week. We will be returning to 24hr support shortly.

16. Question - Is Pre-Authorized Debit as secure as UseMyBanks previous Payment Solution?

Answer – Yes, Pre-Authorized Debit is as secure as UseMyBank's previous payment option. The same fraud prevention and detection systems remain in place to ensure the safety of your transactions and personal data.

17. Question - Is there a limit to how much money I can transfer at one time?

Answer - Yes. For the first 15 days, we have set the limit to \$500 a day maximum per Customer/Buyer. After that time, we will determine the appropriate risk level based on a per Customer/Buyer basis.

18. Question – What if I want my limit increased?

Answer – If you feel you need to increase the \$500 a day limit, please send an email to our finance fraud and risk department at finance@usemybank.com and we will make an appropriate determinations and contact you with any further questions or an approval.

19. Question - What if I make an error, can I have the money put back into my Bank Account?

Answer – Yes, With the PAD solution we are able to send payments made in error back to you. So any errors in payment or refund requests will be processed through the same system that we used to withdrawal the funds. Please notify the UseMyBank Support Department if you have made an error.

20. Question - How fast can I get started?

Answer - Once we have received the package and all the information is in order, it will take between 4-7 business days to authorize you for PAD.

21. Question - Can I make a payment from more than one financial institution?

Answer – At this time we are only allowing one account per member profile. If you wish to have multiple accounts, you will need to create a new member account and follow the same signup process and PAD authorization process.

22. Question - Are there any hidden fees for the Consumer?

No. UseMyBank does have any hidden fees. The only fees charged may be for Non-Sufficient Funds (NSF). Please read our User Agreement for details.

23. Question - How do I review transactions I have made using UseMyBank?

You must login to the UseMyBank Members Area. Located on this page in the left hand column you will find a heading "Buyer Reports". Click on this heading and you will be brought to the Buyer Reports page, select the Buyer Report type Approved Transactions (payments made that have been approved). Next, select the date or date range and click on the list button. Our system will automatically generate the Buyer Report Type Chosen and you will be able to view your Pending and/or Approved transactions.

24. Question - How do I change my personal information?

You must login to the UseMyBank Members Area. Located on this page you will find the following link; Click to [Update your profile](#), including changing your password. Once you have clicked on this link you will be brought to the Profile Management Page, here you will be given 2 options:

1. "To change 'Password', click here". – This link will bring you to the change password page. Here you will be able to update or change your password
2. "To view/update 'Buyer Information', click here" – This link will bring you to the Buyer Profile Page. Here you will be able to change or update your profile.

25. Question - Why was my registration declined?

If you are having problems registering your account, this could be due to some inconsistencies in the data you entered. We check your information against the credit bureau records as well as several banking system databases to ensure that the information matches with their systems. If you are having problems please check the following:

- That all the information you entered is correct.
- That the address you entered is the same as that on your checks from your bank.
- That your bank account number and institution and transit number are correct.

26. Question - How do I verify my bank account?

Once UseMyBank has received all of the required documentation UseMyBank will make a micro-withdrawal for the account you have provided of less than \$1.00

The micro-withdrawal will appear on your bank statement or online banking. Once you know the amount of the micro-withdrawal you must contact the UseMyBank Support Department and tell them the amount of the micro-withdrawal.

27. Question - Why do I need to verify my bank account?

Bank account verification is done to protect you from fraud. Verifying your bank account ensures that only you can use that account to make payments to merchants.

28. Question - How do I find the Micro-Withdrawal UseMyBank withdrew from my bank account?

Either:

- A) Check your bank activity through your online banking.
- B) Call your bank and ask them the amounts.
- C) Check your bank statement for UseMyBank micro-withdrawal.

I can't find the Micro-Withdrawal by UseMyBank on my bank statement. How do I verify my account?

Please allow up to 7 business days for the deposit to appear in your bank account. Weekends and holidays do not count as business days.

If you still don't see the amount after 7 business days, please contact the UseMyBank Support Department and ensure that all information is correct.

29. Question - How will payments made using UseMyBank appear on my bank statement?

All payments made using UseMyBank will appear on your bank statement with this in the item description:

UMB – CMS/CES

The exact statement will vary depending on how many characters your bank allows for statement descriptions. Please check your account to confirm the description on the Micro-Withdrawal.

30. Question - Can UseMyBank access my account without my knowledge?

Only transactions initiated by you can be sent through the UseMyBank System.

31. Question - What currencies does UseMyBank Support for PAD?

UseMyBank supports the following currencies:

CAD

32. Question - If I am a U.S. customer can I make payments in Canadian dollars?

No. Currently only USD to CAD conversion is available.

33. Question – Which bank can I use with your system?

UseMyBank currently supports all Canadian financial institutions as well as Credit Unions.

If you do not see an answer to your question above, please contact our Customer Service Group through the "Support" section of the site.