



May 26, 2023

Notice of Discontinued Popmoney Service

We wanted to take this opportunity to inform you that our Popmoney[®] personal payment service partner has decided to discontinue the Popmoney service, effective June 30, 2023. As a result, Popmoney will no longer be available to OneUnited Bank customers as of Wednesday, June 28, 2023. We will be introducing a new service to replace Popmoney shortly.

What you need to know about the discontinuance of Popmoney:

- Payments created on June 28, 2023, until 6 p.m. ET will be processed. No new transactions will be processed after 6:00 p.m. ET on June 28, 2023.
- We recommend canceling recurring or future-dated payments that are scheduled for delivery after June 28, 2023. No recurring or future-dated payments will be processed after June 28, 2023.
- Transactions initiated before 6 p.m. ET on June 28, 2023, will be processed. Recipients who are registered Popmoney users will receive payment automatically. If the recipient is not a registered Popmoney user, they will get notification through email or text messages with instructions on how to accept the payment. If the payment is not accepted after 10 days, funds will be returned to the Sender.
- If you are the recipient of any pending Popmoney payments, please accept or cancel the payments by 6 p.m. ET on June 28, 2023. Cancelling the payment will result in the funds being returned to the sender.
- While you will no longer have access to Popmoney, you may review your Popmoney transactional activity in your bank statement.

We appreciate your understanding. For questions and concerns, please contact our customer service representatives at 877-663-8648.

Customer Support

