



## **Interac e-Transfer® Request | Client FAQs**

### **Q: What is *Interac* e-Transfer?**

*Interac* e-Transfer Request is a feature that allows our brokerage to send you a request to withdraw a set amount of funds directly from your bank account via *Interac*. To accept the request, open the *Interac* e-Transfer email, accept the request, log into the bank account you want the funds to be withdrawn from, and the funds will be transferred to our brokerage.

### **Q. How secure is it to send money through *Interac* e-Transfer?**

You are not sending money by email, only the notification travels over the internet to advise you that the transfer has been initiated and to provide instructions on how to deposit the money. The money always resides safely at a financial institution and is transferred through existing payment networks that banks and credit unions have used for years to settle cheques, bank machine deposits and withdrawals.

Security measures have been built into the system, including:

- Encryption technology
- Confidential user IDs and passwords issued by financial institutions
- Secure login process
- A security question and answer to ensure only the intended recipient receives the money
- 128-bit browser encryption

### **Q. Which banks offer *Interac* e-Transfer service?**

Almost all Canadian banking institutions and credit unions offer *Interac* e-Transfer.

[View the list of participating institutions](#)

### **Q. Is there a fee to use *Interac* e-Transfer?**

There may be a fee from your financial institution for using the *Interac* e-Transfer service. Please check with your bank or credit union directly.

### **Q. How long does it take for your brokerage to receive the funds?**

Once the *Interac* e-Transfer is complete, the fund transfers happen in real-time but can take up to 30 minutes depending on your bank or credit union.

*Please note that payments are time-sensitive. Payments are due to our brokerage on the due date stipulated, regardless of the payment method selected.*

### **Q. Is there a limit to the amount that I can *Interac* e-Transfer?**

Your banking institution or credit union sets the limits for *Interac* e-Transfer payments. Please contact your bank or credit union for details.

### **Q. Can I cancel an *Interac* e-Transfer once it has been made?**

Once a request has been accepted, it cannot be canceled. Please contact our brokerage to make alternate arrangements.

### **Q. What if I forget to accept the *Interac* e-Transfer?**

You will receive periodic reminders to accept the transfer request until it is actioned or expires. The payment request email link will expire after a set period of time (typically 15-20



days). If your email link expires, contact our brokerage to request a new link or make alternate payment arrangements.

*Please note that payments are time-sensitive. Payments are due to our brokerage on the due date stipulated, regardless of the payment method selected.*

**Q. I have not received the *Interac* e-Transfer email, what should I do?**

It can take up to 10 minutes for a request to arrive at the email address you provided. Please also check your spam and junk mail folders. If you still do not have the email, please contact our brokerage.

**Q. How can I change the email address I want the *Interac* e-Transfer sent to?**

Please contact our brokerage.

**Q. Do I need to answer a security question to accept the request?**

No, simply log into your bank account and accept the request for the amount stated.

**Q. Can I make a payment from a non-Canadian banking institution?**

No, if you need to make a payment from a non-Canadian banking institution or credit union, contact our brokerage.

For more information regarding *Interac* e-Transfers visit the [Interac webpage](#).