



Consumer FAQs

1. What is Zelle®?

Zelle is a fast, safe and easy way to send money directly between almost any bank accounts in the U.S., typically within minutes¹. With just an email address or U.S. mobile phone number, you can send money to people you know and trust, regardless of where they bank². Ask your recipient to enroll with *Zelle* before you send them money – this will help them get your payment more quickly.

2. Who can I send money to with *Zelle*?

You can send money to friends, family and people you know². We recommend you ask people to enroll with *Zelle* before you send them money – this will help them get your payment more quickly.

Since money is sent directly from your bank account to another person's bank account within minutes¹, it's important to only send money to people you trust, and always ensure you've used the correct email address or U.S. mobile number. *Zelle* should only be used to send money to friends, family, or others you trust.

3. How do I use *Zelle*?

You can send, request, or receive money with *Zelle*. To get started, log into Franklin Synergy Bank's online banking or mobile app and select "Send Money with Zelle®" Enter your email address or U.S. mobile phone number, receive a one-time verification code, enter it, accept terms and conditions, and you're finished.

To send money using *Zelle*, simply select someone from your mobile device's contacts (or add a trusted recipient's email address or U.S. mobile phone number), add the amount you'd like to send and an optional memo, review, then hit "Send." In most cases, the money is available to your recipient in minutes¹.

To request money using *Zelle*, choose "Request," select the individual(s) from whom you'd like to request money, enter the amount you'd like to request, include an optional note, review and hit "Request".

To receive money, just share your enrolled email address or U.S. mobile phone number with a friend and ask them to send you money with *Zelle*.



4. Someone sent me money with *Zelle*, how do I receive it?

If you have already enrolled with *Zelle*, you do not need to take any further action. The money will move directly into your bank account, typically within minutes¹.

If you have not yet enrolled with *Zelle*, follow these steps:

1. Click on the link provided in the payment notification you received via email or text message.
2. Select Franklin Synergy Bank
3. Follow the instructions provided on the page to enroll and receive your payment. Pay attention to the email address or U.S. mobile number where you received the payment notification - you should enroll in *Zelle* with that email address or U.S. mobile number to ensure you receive your money.

5. What types of payments can I make with *Zelle*?

Zelle is a great way to send money to family, friends, and people you are familiar with such as your personal trainer, babysitter or neighbor².

Since money is sent directly from your bank account to another person's bank account within minutes¹, *Zelle* should not be used to send money to people you don't know or trust.

Zelle does not offer a protection program for any authorized payments made with *Zelle*- for example, if you make a purchase using *Zelle* but you do not receive the item or the items is not as described or as you expected.

6. Are there any fees to send money using *Zelle*?

Franklin Synergy Bank does not charge any fees to use *Zelle*³.

7. How do I get started?

It's easy — *Zelle* is already available within Franklin Synergy Bank's mobile banking app and online banking! Check our app or sign-in online and follow a few simple steps to enroll with *Zelle* today. We recommend you enroll before someone sends you money – this will help you get your first payment faster.

You can find a full list of participating banks and credit unions live with *Zelle* [here](#).



If your recipient's bank isn't on the list, don't worry! The network of participating financial institutions is always growing, and your recipient can still use *Zelle* by downloading the *Zelle* app for Android or iOS.

To enroll with the *Zelle* app, your recipient will enter their basic contact information, an email address and U.S. mobile number, and a Visa® or Mastercard® debit card with a U.S. based account (does not include U.S. territories). *Zelle*² does not accept debit cards associated with international deposit accounts or any credit cards.

8. How does *Zelle* work?

When you enroll with *Zelle* through the Franklin Synergy Bank app, the name of your bank and the email address or U.S. mobile number you enrolled is shared with *Zelle* (no sensitive account details are shared – those stay with Franklin Synergy Bank). When someone sends money to your enrolled email address or U.S. mobile number, *Zelle* looks up the email address or mobile number in its “directory” and notifies Franklin Synergy Bank of the incoming payment. Franklin Synergy Bank then directs the payment into your bank account, all while keeping your sensitive account details private.

9. Can I use *Zelle* internationally?

In order to use *Zelle*, the sender and recipient's bank accounts must be based in the U.S.

10. Can I cancel a payment?

Payments through *Zelle* cannot be canceled. It is imperative to send money only to intended recipients whom you know and trust. Carefully review and ensure you have selected the intended recipient's correct email address or U.S. mobile telephone number before authorizing a transaction to send money.

If you sent money to the wrong recipient, we recommend that you contact the recipient and request the money to be returned.

11. How long does it take to receive money with *Zelle*?

Money sent with *Zelle* is typically available to an enrolled person within minutes¹. Ask your friends and family to enroll with *Zelle* before you send them money – this will help them get your payment more quickly.

If you send money to someone who isn't enrolled with *Zelle*, they will receive a notification prompting them to enroll. After enrollment, the money will move directly into your recipient's



account. Once their first payment completes, your recipient will be able to receive future payments faster, typically within minutes¹.

If your payment has been pending and has not sent, we recommend confirming that the person you sent money to has enrolled with *Zelle* and that you entered the correct email address or U.S. mobile phone number. If you're waiting to receive money, you should check to see if you've received a payment notification via email or text message. If you haven't received a payment notification, we recommend following up with the sender to confirm they entered the correct email address or U.S. mobile phone number.

Still having trouble? Please give the Franklin Synergy Bank customer support team a call toll-free at 615.236. BANK (2265) or get in touch through our support page.

12. Will the person I send money to be notified?

Yes! They will receive a notification via email or text message.

13. Is my information secure?

Keeping your money and information safe is a top priority for Franklin Synergy Bank. When you use *Zelle* within our mobile app or online banking, your information is protected with the same technology we use to keep your bank account safe.

14. I'm unsure about using *Zelle* to pay someone I don't know. What should I do?

If you don't know the person, or aren't sure you will get what you paid for (for example, items bought from an on-line bidding or sales site), you should not use *Zelle* for these types of transactions.

These transactions are potentially high risk (just like sending cash to a person you don't know is high risk). *Zelle* does not offer a protection program for any authorized payments made with *Zelle*-for example if you make a purchase using *Zelle* but you do not receive the item or the item is not as described or as you expected.

15. What if I get an error message when I try to enroll an email address or U.S. mobile number?

Your email address or U.S. mobile phone number may already be enrolled with *Zelle* at another bank or credit union. Call our customer support team and ask them to move your



email address or U.S. mobile phone number to Franklin Synergy Bank so you can use it for *Zelle*.

Once customer support moves your email address or U.S. mobile phone number, it will be connected to your Franklin Synergy Bank account so you can start sending and receiving money with *Zelle*. Please call Franklin Synergy Bank customer support at 615.236. BANK (2265) for help.

¹ To receive money in minutes, the recipient's email address or U.S. mobile number must already be enrolled with *Zelle*.

² Must have a bank account in the U.S. to use *Zelle*.

³ Mobile carrier fees may apply.

