



Send and Receive Money with Zelle®



[ENROLL NOW](#)

Introducing Zelle® – a fast, safe and easy way to send money to friends, family and other people you trust, wherever they bank¹. Whether you're paying rent, gifting money, or splitting the cost of a bill, Zelle® has you covered.

FAST

Send money directly from your account to theirs — typically in minutes¹.

SAFE

Use Zelle® within the app you already trust. No account numbers are shared.

EASY

Send money using just an email address or U.S. mobile number.

DOWNLOAD THE LEOMINSTER CREDIT UNION APP:



Enroll today and send money to friends and family:

- 1 Log into the Leominster Credit Union app.
- 2 In the main menu, select "Send money with Zelle®."
- 3 Enroll your email address or U.S. mobile number.
- 4 You're ready to start sending and receiving money with Zelle®.

[Zelle® Frequently Asked Questions](#)

[How do I use Zelle®?](#)

You can send, request, or receive money with Zelle®. To get started, log into Leominster Credit Union's mobile app. In the main menu, select "Send money with Zelle®."

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 number), add the amount you'd like to send and an optional note, review, then hit "Send." The recipient will receive an email or text message notification via the method they used to enroll with Zelle®. Money is available to your recipient in minutes if they are already enrolled with Zelle®.

To request money using Zelle®, choose "Request," select the individual from whom you'd like to request money, enter the amount you'd like, include an optional note, review and hit "Request". If the person you are requesting money from is not yet enrolled with Zelle®, you must use their email address to request money. If the person has enrolled their U.S. mobile number, then you can send the request using their mobile number.

To receive money, just share your enrolled email address or U.S. mobile number with a friend and ask them to send you money with Zelle®. If you have already enrolled with Zelle®, you do not need to take any further action. The money will be sent directly into your Leominster Credit Union account, typically within minutes.

If someone sent you money with Zelle® and 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 Leominster Credit Union.
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 with Zelle® using that email address or U.S. mobile number to ensure you receive your money.

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 number may already be enrolled with Zelle® at another bank or credit union. If you would like to move your email address or U.S. mobile number from the financial institution where you initially enrolled with Zelle®, simply click "Transfer" when prompted during the Zelle® enrollment process and confirm your desired changes.

Once you transfer your email address or U.S. mobile number, it will be connected to your account at the financial institution you selected and you can start sending and receiving money with Zelle® right away.

Is my information secure?

Keeping your money and information safe is a top priority for Leominster Credit Union. When you use Zelle® within our mobile app, your information is protected with the same technology

we use to keep your Leominster Credit Union account safe.

▼ Who can I send money to 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 neighbor¹.

Since money is sent directly from your Leominster Credit Union account to another person's bank account within minutes¹, Zelle® should only be used to send money to friends, family and others you trust.

If you don't know the person or aren't sure you will get what you paid for (for example, items bought from an online bidding or sales site), you should not use Zelle®. These transactions are potentially high risk (just like sending cash to a person you don't know is high risk).

Neither Leominster Credit Union nor Zelle® offers a protection program for any authorized payments made with Zelle® – for example, if you do not receive the item you paid for or the item is not as described or as you expected.

▼ Can I pay a small business with Zelle®?

Some small businesses are able to receive payments with Zelle®. Ask your favorite small business if they accept payments with Zelle®. If they do, you can pay them directly from your Leominster Credit Union mobile app using just their email address or U.S. mobile number.

Neither Leominster Credit Union nor Zelle® offers a protection program for any authorized payments made with Zelle®, so you should only send money to people (and small businesses) you trust. Also, always ensure you've used the correct email address or U.S. mobile number when sending money.

▼ Can I use Zelle® internationally?

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

▼ Can I cancel a payment?

You can only cancel a payment if the person you sent money to hasn't yet enrolled with Zelle®. To check whether the payment is still pending because the recipient hasn't yet enrolled, you can go to your activity page, choose the payment you want to cancel, and then select "Cancel This Payment." If you do not see this option available, please contact our customer support team at 800-649-4646 for assistance with canceling the pending payment.

If the person you sent money to has already enrolled with Zelle®, the money is sent directly to their bank account and cannot be canceled. This is why 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 when sending money.

If you sent money to the wrong person, please immediately call our customer support team at 800-649-4646 so we can help you.

▼ Are there any fees to send money using Zelle®?

No, Leominster Credit Union does not charge any fees to use Zelle® in the Leominster Credit Union app.

Your mobile carrier's messaging and data rates may apply.

▼ What if I want to send money to someone whose bank or credit union doesn't offer Zelle®?

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

If your recipient's bank or credit union isn't on the list, don't worry! The list of participating financial institutions is always growing, and your recipient can still use Zelle® by downloading the Zelle® app for Android and 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® does not accept debit cards associated with international deposit accounts or any credit cards.

¹ U.S. checking or savings account required to use Zelle®. Transactions between enrolled consumers typically occur in minutes.

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