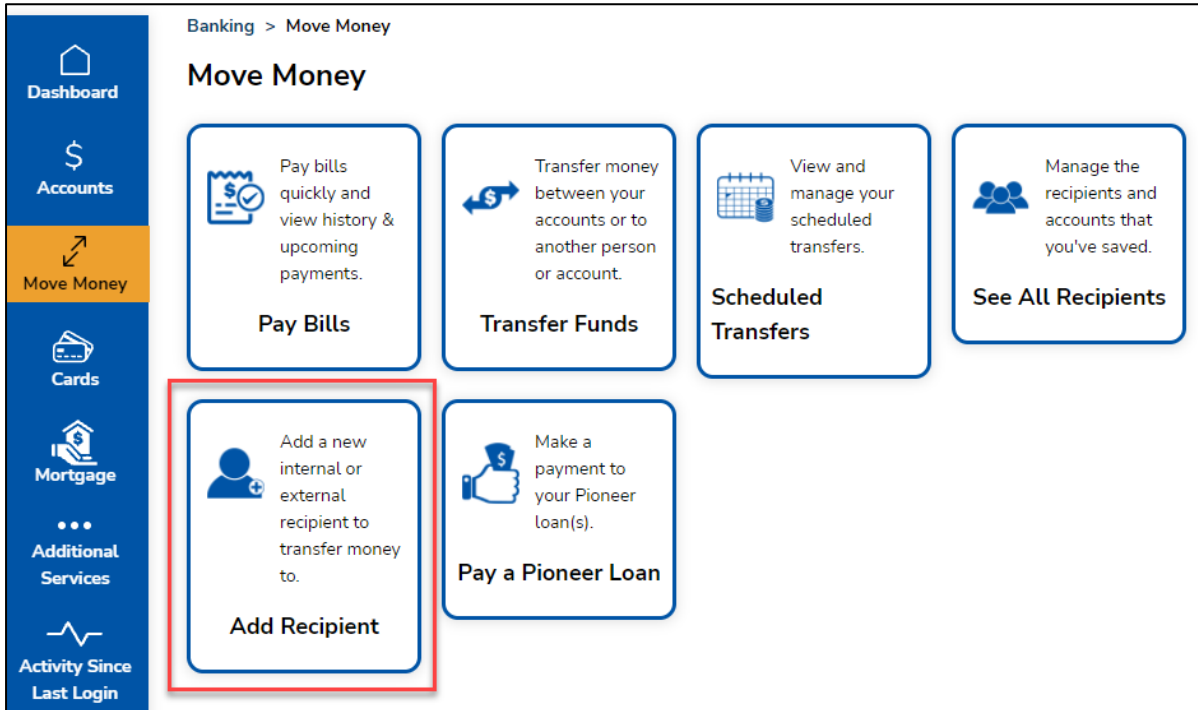




### How to Set Up an External Account to Pay a Pioneer Loan (Desktop)

- From the move money tab, click **Add Recipient**



- Type in the name of the account (i.e. Chase, ICCU, Ally etc.) then click **+ Add Account**

The 'Add Recipient' form is shown with the following fields and buttons:

- Add Recipient** (Section Header)
- Recipient Details** (Section Header)
- Name** (Text label above a text input field, which is highlighted with a red box)
- Accounts** (Section Header)
- + Add Account** (Button, highlighted with a red box)
- Save Recipient** (Button)



- Next, click the drop down menu under “Transfer Type” and select **External**

### Add Account

Transfer type

Select Transfer Type ▼

Select Transfer Type

CU Member

**External**

- Additional fields will appear – fill in each required field to include the Account holder’s name, the account number, the account type, routing number, and a nickname for this account. Then click **Save Account**

### Add Account

Transfer type

External ▼

Account holder's name

Account number

Account type

Select Recipient's Account Type ▼

Routing number

Cancel

**Save Account**



**Pioneer**<sup>TM</sup>  
FEDERAL CREDIT UNION

- Once the recipient is created, myPioneer will send 2 microdeposits to the entered account. **You must wait for the external account to receive these 2 micro-deposits before you can use this account to pay your loan. This can take 1-3 days for the deposits to arrive.**

Sep 22, 2021	PIONEER FCU TRANSFER	\$0.24
Sep 22, 2021	PIONEER FCU TRANSFER	\$0.23

- Once they do, you can go back to the See All Recipients page and click to see recipient details. Then click on the **Verify this Account** button to enter in the amount of the deposits.

Banking > Move Money > All recipients > Recipient details

## Recipient Details

1 of 1 accounts are added successfully. [Click Here](#) for details.

**AB** Ally Bank Account [Edit recipient](#)

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### Accounts

Nickname	Payment method	Financial institution	
Ally Bank Account	External	ALLY BANK	<a href="#">Verify this account</a>

[+ Add Account](#)

[Remove recipient](#)



- Enter in the 2 amounts of the microdeposits and click **Verify**

### Verify Recipient

To establish that you have access to or are authorized to this external account, we have transferred two random values less than a dollar.

**Enter the two values to verify the account.**  
If you don't see the deposits yet, they should arrive in 1-3 business days.

Note that you have 10 attempts to verify this account. After 10 invalid attempts, this account will be deleted as a recipient.

Micro-deposit 1

Micro-deposit 2

Cancel
Verify

- Now the external account should be ready to use as a source account for a Pioneer Loan payment. Click on **Pay a Pioneer Loan** under the Move Money screen.

Banking > Move Money

## Move Money

Dashboard


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Accounts


---

Move Money


---

Cards


---

Mortgage


---

Additional Services


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Activity Since Last Login

Pay bills quickly and view history & upcoming payments.

**Pay Bills**

Transfer money between your accounts or to another person or account.

**Transfer Funds**

View and manage your scheduled transfers.

**Scheduled Transfers**

Manage the recipients and accounts that you've saved.

**See All Recipients**

Add a new internal or external recipient to transfer money to.

**Add Recipient**

Make a payment to your Pioneer loan(s).

**Pay a Pioneer Loan**



- First you will need to select your source account, in this list, your external account should now be showing. Click on the external account.

A screenshot of a web application dialog box titled "Select source account". At the top, there is a search bar with the placeholder text "Search for a sender" and a magnifying glass icon. Below the search bar, the text "Click to select account" is displayed. There are three account selection options, each represented by a vertical bar on the left and a blacked-out area on the right. The first option has a blue bar and is labeled "Preferred". The second option has a yellow bar. The third option has a blue bar and is labeled "Key (External)", "KEY BANK", and "Routing number: 124101555". This third option is highlighted with a red rectangular border. At the bottom center of the dialog box is a "Cancel" button.

- You will then be taken through the steps to complete the loan payment.