

Troubleshooting Zelle Enrollment

For best results, we recommend customers sign up for new digital services by logging into their account with a browser. This could be done from a desktop computer, tablet or mobile device as long as you are using your browser to visit solvaybank.com and click on Online Banking at the top of the screen.

Once enrolled in any of these services, they are generally all available also while using the mobile app. This includes services like, Bill Payment, External Transfers and Zelle. At this time, electronic statements are only available while using Online Banking.

Looking to use Zelle with Solvay Bank Mobile App?

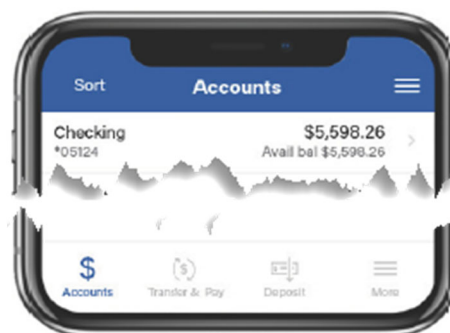
You are Required to First be Enrolled in Bill Pay or External Transfers.

1. How will I know if I am Enrolled in Bill Pay or External Transfers?

Does your main menu in the app have a button for Transfer & Pay?

a. **If YES** - If so that means you currently have access. Click Transfer & Pay, then choose Send Money with Zelle from the menu.

b. **If NO** – if so that means you'll need to enroll in Bill Payment by logging into Online Banking with a browser (either from your mobile phone, tablet or a desktop device). The process will begin by accepting the Bill Pay Terms of Service and setting up your payments profile. Once in the payment center you will be able to see the Send Money with Zelle option from the menu. On future logins into the Mobile App you should now begin seeing "Transfer & Pay" button and the Send Money with Zelle link.



Zelle Enrollment FAQ

Q: I can't find Bill Pay in the app.

A: Payment services such as Zelle, Bill Pay and External Transfers can all be found under "***Transfer and Pay***" within the app. If you don't see "***Transfer and Pay***", please log into your account using our Online Banking service with a browser (either from your mobile phone, tablet or a desktop device) and enroll in Bill Payment

Q: I received an email indicating I am restricted from using Zelle because my information can't be verified by FISERV.

A: Please contact our Customer Relations Team for resolution. We can be reached Mon-Friday 8am-6pm and Sat from 9am-12pm by calling 315-484-2201. Some of our online banking services are provided through our vendor, Fiserv Corporation.

Q: I can't change my contact info. The system is not accepting my changes to my profile contact information such as email or phone number.

A: If you encounter this type of issue, please contact our Customer Relations Team for resolution. We can be reached Mon-Friday 8am-6pm and Sat from 9am-12pm by calling 315-484-2201.