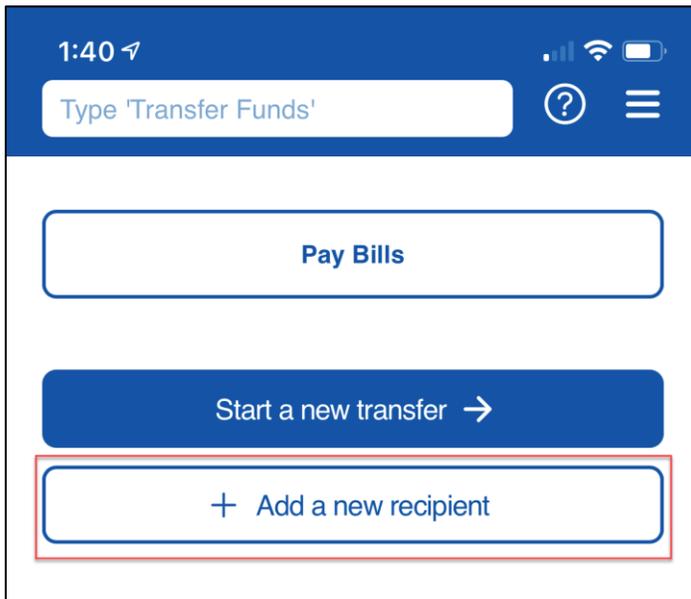


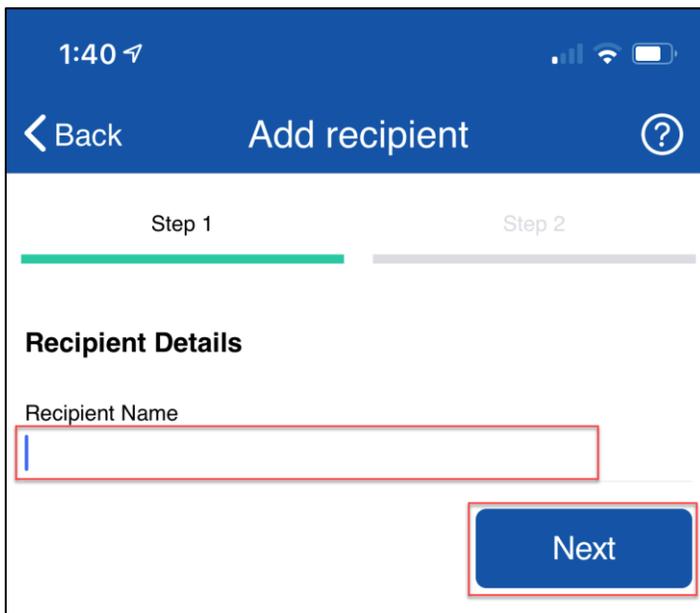


How to Set Up an External Account to Pay a Pioneer Loan (Mobile)

- From the move money tab, tap **Add a new recipient**

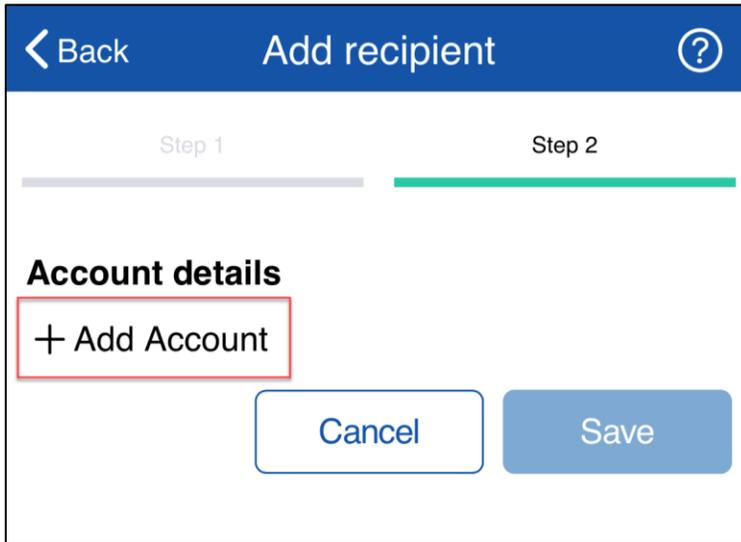


- Type in the name of the account (i.e. Chase, ICCU, Ally etc.) then tap **Next**

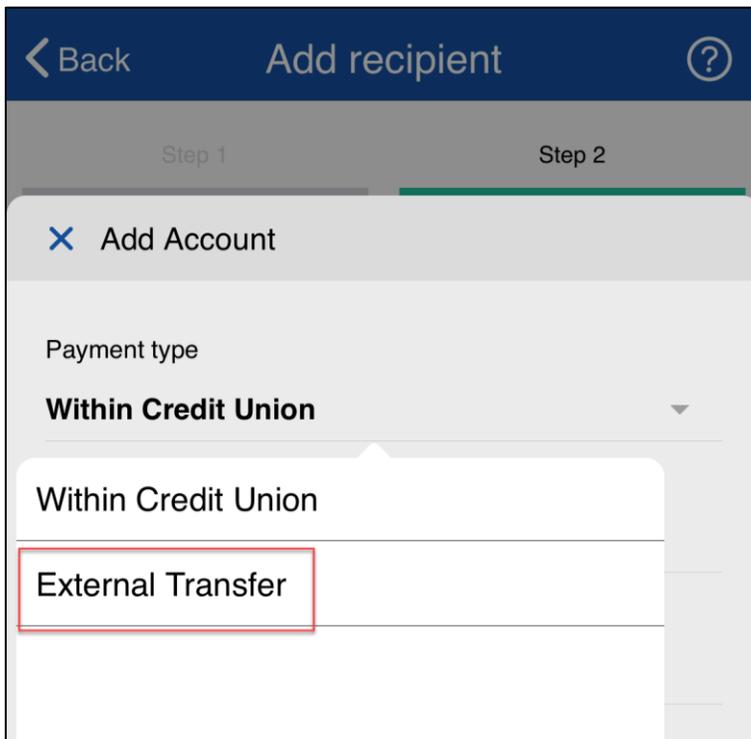




- Tap on **+ Add Account**



- Next, tap the drop down menu under "Payment Type" and select **External Transfer**





- Additional fields will appear – fill in each required field to include the name on account, the account number, recipient nickname, account number, routing number, and the account which the micro-deposits will be pulled from. (Funds will always be less than \$1.00) Then tap **Add Recipient**

Back Add recipient ?

Step 1 Step 2

✕ Add Account

Payment type

External Transfer

Name on Account

Recipient Nickname

Account Number

Account Type

Select

Routing Number 

Click search icon to search routing number.

Account to fund micro-deposits

Select

 **Micro-deposits**

Add Recipient



- Lastly, you must confirm the information that you put in. When finished confirming, tap **Save** or make edits as needed by click **Edit**

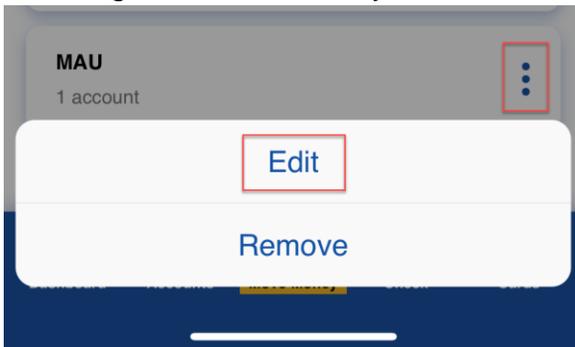
The screenshot shows a mobile application interface for adding a recipient. At the top, there is a navigation bar with a back arrow, the text "Add recipient", and a help icon. Below this is a progress indicator with "Step 1" and "Step 2", where "Step 2" is highlighted. A modal window titled "Add Account" is open, showing a form with the following fields: "Recipient Nickname" with the value "MAU", and "Account Number" which is redacted. Below the form is a blue button labeled "Confirm Payee". Underneath this button, a confirmation message reads: "Please confirm the details to add the payee". This is followed by a list of details: "Account Holder Name" (redacted), "Account Number" (redacted), "Payee Nickname" (MAU), "Bank Name" (MOUNTAIN AMERICA FCU), and "Account Type". At the bottom of the modal are two buttons: "Edit" and "Save".



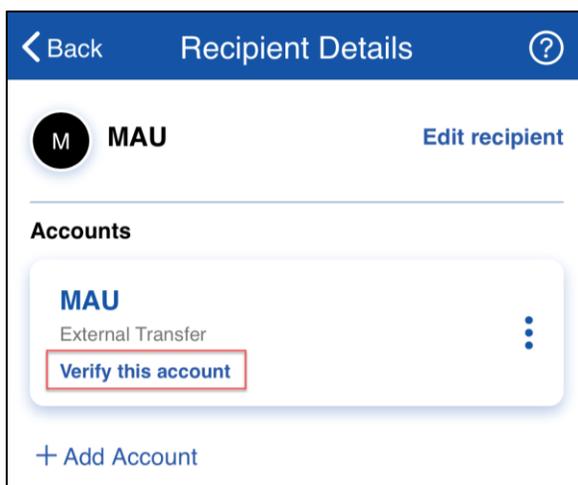
- Once the recipient is created, myPioneer will send 2 micro deposits to the entered account. **You must wait for the external account to receive these 2 micro deposits before you can use this account to pay your loan. This can take 1-3 days for the deposits to arrive.**

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 Manage Recipients page and tap on the 3 dots to the right of the account you want to verify and tap **Edit**



- Then tap on **Verify this Account**





- Enter in the 2 amounts of the micro deposits and tap **Verify**

A screenshot of the "Verification" screen in the myPioneer app. The screen has a blue header with a back arrow, the word "Verification", and a help icon. The main content area is white and contains the following text: "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." Below this text are two input fields, each labeled "Micro deposit 1" and "Micro deposit 2" respectively, with "Enter Amount" written below each label. A blue "Verify" button is located at the bottom right of the screen.

- Now the external account should be ready to use as a source account for a Pioneer Loan payment.