



# Notice of Discontinued Popmoney Service

## Frequently Asked Questions



**Effective June 27, 2023**, Popmoney will be discontinued nationwide by its service provider and Columbia Credit Union will replace it with Pay People—an upgrade you can find under Pay People in Online & Mobile Banking.

**Q. What should I do to prepare?**

**A.** We recommend canceling recurring or future-dated payments that are scheduled for delivery with Popmoney after June 27, 2023. No recurring or future-dated payments will be processed after that time. Then, set up any new payments with Pay People.

**Q. What if I am expecting to receive Popmoney payments after June 27, 2023?**

**A.** Popmoney will no longer be available and the transaction will not be completed. Please arrange an alternate payment method to receive the funds.

**Q. What happens to my future dated Popmoney payments?**

**A.** Popmoney payments processed before June 27, 2023, at 6:00 PM PT will be sent. After that time, you will need to use an alternate payment method, like Pay People.

**Q. Will I still be able to receive money through Popmoney?**

**A.** Popmoney will no longer be available and the transaction will not be completed. Please arrange an alternate payment method to receive the funds, like Pay People.

**Q. What happens to my recurring payments that I have set up?**

**A.** These schedules will stop automatically for anything past June 27, 2023. Then, you'll need to set them up with Pay People.

**Q. What happens if I already have a one-time payment scheduled to happen after June 27, 2023?**

**A.** Anything scheduled beyond June 27 at 6:00 PM PT will not process, and you will need to complete that payment in another manner.

**Q. Once Popmoney is gone, what do I use to pay other people? Are you replacing it with something else?**

**A.** Yes! Popmoney will be replaced with Pay People—a person-to-person payment system similar to Popmoney, but with added benefits. Need to pay someone? Just get their phone number or email and you're good to go. With Pay People: anyone can accept funds, no matter if they're a member of Columbia CU or not; recipients can accept funds through their debit card; money is sent in real time; transactions are free; no third-party apps are necessary. Go to Pay People in Online & Mobile Banking to get started.