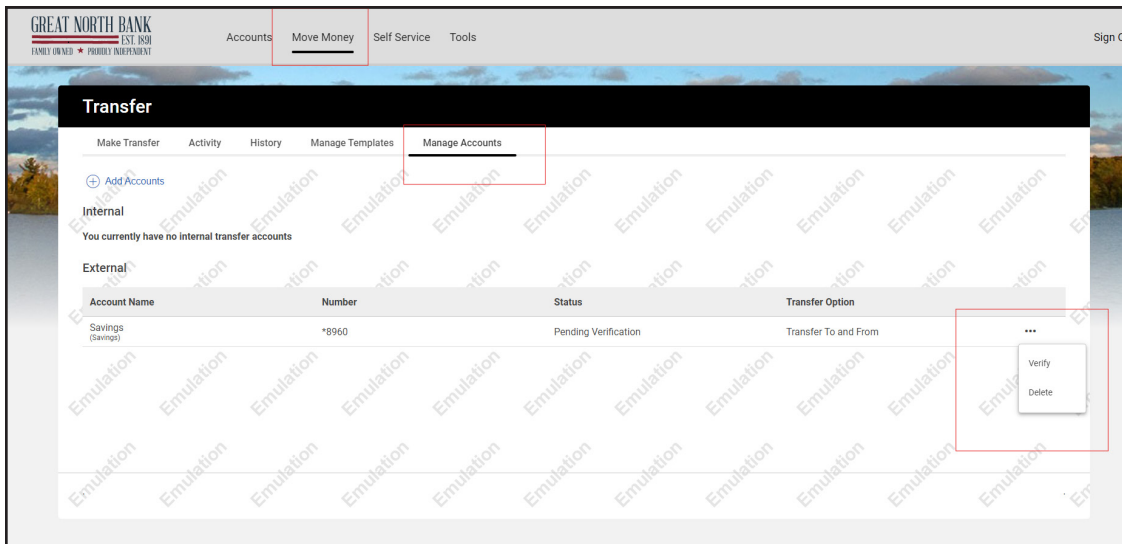


# External Transfer Micro-deposit Verification

Once a customer adds an account to their online banking for external transfers they will receive 4 micro-deposits consisting of 3 small credits and 1 debit totaling the 3 deposits. We do this to help prevent fraud and it is used as a way to verify that the customer is actually an owner on the external account and has access to it. Once they receive those microdeposits in their external account, they need to go back to GNB online banking and do the following:

1. Click on Move Money
2. Click on Manage Accounts
3. Click on the 3 dots on the middle right side of the screen



4. Once they click on the three dots they will click on Verify and will see the below screen
5. They will enter each of the deposits into these boxes. They must be entered separately and NOT as a total
6. They do not need to enter the debit
7. Click Submit
8. This will complete the verification process and their account should now show as Active

External Transfer Accounts					
Account Name	ABA/Routing Number	Bank Name	Account Number	Account Type	Status
Amy		National Bank		Checking	Active <a href="#">View</a> <a href="#">Remove</a>

## Transfer

Make Transfer Activity History Manage Templates Manage Accounts

### Verify External Account

Test transactions were sent to this external transfer account. To verify the external account, enter the amounts of the test transactions that were processed.

Enter the amount of each test deposit. For example, for a test transaction of six cents, enter 06. The amounts can be entered in any order.

Deposit One:

\$0.

Deposit Two:

\$0.

Deposit Three:

\$0.

Submit

Cancel

### NOTE

If the customer has too many failed attempts when trying to do the verification, the system will lock them out for fraud purposes. If that happens, please let Deposit Ops know, and we can reset them so they can try again.