



Digital Banking FAQs

Transferring Money

- How do I link an external account in online banking?
 - o In the navigation toolbar, click the gears icon in the top-right section of the page. Choose "Settings". Under Accounts, click on "Link an External Account". Choose either "Instant Verification" or "Manual Verification" based on your preference. Follow onscreen instructions to complete the process.
- How do I transfer money from an external account to my Evergreen Bank Group account?
 - o First link an external account to your Evergreen Bank Group account. You will then see your external account listed as an available option to transfer funds to or from your Evergreen Bank Group account in the Transfer & Pay section in online banking.
- How long does it take for my funds to arrive from an external account?
 - o External transfers generally post to your Evergreen Bank Group account within two business days.