

Excerpt of Interac emails to Go Public

When someone sends money using Interac e-Transfer, the money never actually travels by email or text message - only notifications and deposit instructions do. The sender's financial institution and the recipient's financial institution transfer the funds using established and secure banking procedures.

Interac e-Transfer Autodeposit is a feature that provides customers with an added layer of validation between the sender and the receiver. This involves the consumer or "recipient" of the funds transfer registering their email address or phone number to a specific bank account. With Autodeposit enabled, the sender of an Interac e-Transfer knows who is receiving the funds prior to sending. Autodeposit transactions are considered near real-time as they gone through this pre-authentication step by both the sender's financial institution and the recipient's financial institution.

While Autodeposit eliminates the security question and answer step for every transaction, there are additional fraud checks that occur in the background by both the sending and receiving financial institutions as part of their standard processes. In some cases, a transaction may be completed faster due to the previous history of transactions between a sender and the recipient, and the parameters set up by the financial institution.

Financial institutions set the dollar amount and fraud delay thresholds on all transactions being sent by their customers to mitigate fraud risk. These are determined by a financial institution's risk tolerance or by previously established history between the sender and recipient.

Only when an Interac e-Transfer Autodeposit notification is received by the recipient of the funds should the transaction be considered complete. When buying/selling, the receiver of the funds should always confirm that they have received an Interac e-Transfer Autodeposit notification that funds have been successfully deposited into their account before parting with the goods they are selling. For many different security reasons, consumers should avoid entering personal information into a device that is not their own.

The length of time for a transaction to complete is not related to whether the financial institution is a bank or credit union or based on the size of the institution. It is more related to the fraud checks happening by the sending and receiving financial institutions before the transaction is approved. Each bank or credit union makes their own decisions regarding which checks to complete, and therefore how much time might be required. These decisions and choices are made within each financial institutions' fraud risk management program and are therefore not under Interac's direct control. It is therefore the accountability of each financial institution to communicate to their customers on the parameters of transactions such as timing, not merely for Interac e-Transfer, but for all transaction types.

Interac can and does provide information that applies to anyone, but where differences in transaction processing occur across individual FIs, it becomes the responsibility of each FI to advise their customers accordingly.

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