

OVERVIEW OF ZELLE

Course Title: Overview of Zelle

Length: 20 Minutes

Topics Covered:

- What is a P2P Payment Service?
- Overview of Zelle
- Steps of Using Zelle
- Main Features
- Main Security Features
- Zelle Process
- Common Member Questions

Check Understanding:

- What is a Peer-to-Peer Payment service?
- How is Zelle different than Venmo?
- Can members use Zelle with anybody?
- How secure is Zelle?

Activities:

- A member wants to sign up for Zelle
- A member says that they were unable to send money to somebody via Zelle
- A member is unable to enroll in Zelle
- A member needs to update their Zelle profile
- A member asks, "Do I need to enroll in bill pay to use Zelle?"
- Can I have multiple Zelle accounts?
- I was sent a Zelle and have yet to receive it
- What is a code 12?
- How do I change my phone number/token in Zelle?
- Zelle was sent as ACH instead of cash – why?
- My Zelle is restricted – why?
- How to determine if Zelle is restricted
- I was scammed through Zelle – what can I do?
- Zelle access for business and teen accounts
- Can joint owner have their own Zelle account?

OVERVIEW OF *TOPIC*

Course Title: *Course Name*

Length: *XX Minutes*

Topics Covered:

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Check Understanding:

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Activities:

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