



Zelle[®] for your small business FAQs



America's Most Convenient Bank[®]



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What is Zelle®?

Zelle® is a fast and easy way for small businesses to receive, request and send money to customers and vendors they trust. Money is typically sent and received within minutes.⁷ If your customers use Zelle® they can send payments directly to your TD Bank account within their online or mobile banking app with your email address, U.S. mobile number or QR code.

How do I use Zelle® with a small business account?

To get started, log into TD Online Banking or the TD Bank app and select “Zelle®”.

Enter your email address or U.S. mobile number, receive a one-time verification code, accept the terms and conditions and you are ready to start receiving and sending money with Zelle®.

To receive money using Zelle®, share your enrolled email address, U.S. mobile number, or QR code with your customers and ask them to send you payment with Zelle®. After the customer sends you payment with Zelle®, you will receive your money directly into your enrolled bank account.

To send money with Zelle®, select someone from your mobile device’s contacts (or add a trusted recipient’s email address or U.S. mobile number), add the amount you would like to send and an optional note, review, then hit “Send.” In most cases, the money is available to your recipient in minutes.⁷

If the small business or consumer you send money to has already enrolled with Zelle® through their banking app, the money is sent directly to their bank account and cannot be canceled. It’s important to only send money to people you trust, and always ensure you’ve used the correct email address or U.S. mobile number when sending money.

To request money using Zelle® with a small business account, click “Zelle®,” select “Request,” enter the individual’s email address or U.S. mobile number, confirm the recipient is correct and tap “Request.”⁸

If your customer is using Zelle® through their banking app, they’ll be able to pay you with Zelle®. You’ll receive a payment notification once your customer has sent you money in response to your request. If your customer is enrolled in the Zelle® app, they will not be able to send you money with Zelle®, and you should arrange for a different payment method.

I already use Zelle® through my personal bank account. How do I enroll to use Zelle® with my small business bank account?

Simply log into TD Online Banking or the TD Bank app and select “Zelle®.” Then, enter an email address or U.S. mobile number to connect to your small business bank account.

Important note: If you already use Zelle® for personal use, you must use a different email address or U.S. mobile number than the one you used to enroll your personal bank account. For example, name@email.com would be connected to your personal checking account, and 555-555-1234 would be connected to your small business bank account.



How do I tell my customers that they can pay me with Zelle®?

There are a few ways you can encourage your customers to pay you with Zelle®.

- Tell customers verbally that you accept payments with Zelle®, and that they can easily send you money right from their banking app.
- Include it on an invoice. We recommend adding “I accept payments with Zelle®” or “Pay me with Zelle®”.
- Use Zelle® to request money from your customers, which will send them a notification telling them you have requested payment with Zelle®.⁸

Please note, you will only be able to receive payments from customers using Zelle® through their financial institution (mobile banking app). You will not be able to receive payments from customers enrolled in the standalone Zelle® app.

Is my information secure?

Keeping your money and information safe is a top priority for TD Bank. When you use Zelle® within TD Online Banking or the TD Bank app, your information is protected with the same technology we use to keep your TD Bank account safe.

How do I use a Zelle® QR code with my small business account?

The Zelle® QR code allows you to receive and send money without typing an email address or U.S. mobile number.

To locate your own Zelle® QR code to share with your customers, open the TD Bank app, navigate to “Zelle®” and click the QR code icon. You can click the “My Code” tab to view, print, and share your QR code.

To send money, click on the QR code icon after navigating to Zelle®. Your phone’s camera will open. Point your camera at the recipient’s Zelle® QR code, enter the amount, and hit “Send.” When sending money to someone new, it’s always important to confirm the recipient is correct by reviewing the displayed name before sending money.

Are there any fees to use Zelle® with a small business account at TD Bank?

No, TD Bank does not charge a fee to use Zelle® with a small business account.

Are there any differences in the experience between using Zelle® with my personal bank account versus my small business account?

There are no differences in receiving, requesting, or sending money for personal bank accounts and small business accounts, except send limits. Zelle® uses the same network for all eligible accounts. If your customers are already enrolled with Zelle® through their bank’s mobile app, they do not need to do anything different to send money to a small business; they use the existing Zelle® experience they already know and trust within their mobile banking app. Small businesses cannot currently send payments to or receive payments from customers who are only enrolled in the standalone Zelle® app.⁸



How do I know if my small business is eligible to use Zelle®?

Most Small Business Checking Accounts and Money Market Accounts enrolled in Small Business Online Banking will be able to use Zelle®.

Can I use Zelle® internationally?

Only U.S.-based accounts at the recipient's bank or credit union are eligible for Zelle®.

Can I cancel a payment if I sent money using Zelle®?

You can only cancel a payment if the small business or consumer you sent money to hasn't yet enrolled with Zelle®. To check whether the payment is still pending because the recipient hasn't yet enrolled, you can go to your activity page, choose the payment you want to cancel and then select "Cancel This Payment." If you do not see this option available, please contact our customer support team at 1-800-493-7562 for assistance with canceling the pending payment.

If you send money to a small business or consumer that has already enrolled with Zelle® through their bank or credit union's mobile app, the money is sent directly to their bank account and cannot be canceled. This is why it's important to only send money to people you know and trust, and always ensure you've used the correct email address or U.S. mobile number when sending money.

If you try to send money to a consumer who is enrolled in the Zelle® app, the payment won't go through, and a message will pop up to let you know the payment cannot be completed. With small business accounts, Zelle® does not currently support sending or receiving money to users enrolled in the Zelle® app.

If you sent money to the wrong person, please immediately call our customer support team at 1-800-493-7562 so we can help you.

Does Zelle® or TD Bank offer purchase protection?

Neither TD Bank nor Zelle® offers purchase protection for payments made with Zelle® – for example, if you do not receive the item you paid for or the item is not as described or as you expected.

Who should I call if I have questions or need help?

Please call TD Bank at 1-800-493-7562 so we can help you.

Disclosure:

⁷Send Money with Zelle®, is available for most checking and money market Accounts in the U.S. To use Send Money with Zelle® you must have an Online Banking profile with a U.S. address, a unique U.S. mobile phone number, and an active unique e-mail address. To send or receive money with a small business, both parties must be enrolled with Zelle® directly through their financial institution's online or mobile banking experience. Transactions between enrolled users typically occur in minutes.

Your eligible deposit Account must be active and enabled for ACH transactions and Online Banking transfers. Message and data rates may apply, check with your wireless carrier. Transaction limitations apply.

⁸In order to send payment requests or split payment requests to a U.S. mobile number, the mobile number must already be enrolled with Zelle®.

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