International Wires FAQs

FAQ

Q: How do I send an international wire through Online Banking?

A: Sending an international wire is a great way to transfer funds quickly and securely. The basic steps are:

1. Log in to Online Banking, and select "International Wires" under the Transfers menu.

2. A token is required for all transactions and should already be in your possession. If you haven't done so, you will need to activate your token. For new activation you will be asked to provide the token serial number and set up a token passcode. If you have a token activated with a current passcode, use current one.

3. On the "Wire Transfer Funds" page, you will need to enter all the required information for your wire: Funding Account, Beneficiary Information, Beneficiary Bank Information, Other Beneficiary Information (Optional), and Purpose of Wire Transfer (Required).

4. Complete the token authentication steps by entering the token passcode and the six-digit number displayed on the token.

5. Upon completion of token authentication, you will receive on-screen and email confirmations stating that the wire was submitted for processing.

Q: What are the operating hours for international wires through Online Banking?

A: Online Banking international wires can be initiated 24 hours a day, every day.

Q: How quickly are wires sent?

A: Wires generally are sent the same business day they are initiated. Wires initiated on weekends, U.S. holidays, or after operating hours will be processed the next business day. Wires submitted between 8:00 am Pacific Time and 1:55 pm Pacific Time Mon-Fri will be sent the same business day. Wires submitted outside these hours will be sent approximately 9:00 am Pacific Time the next business day.

Q: What types of wires can I send?

A: At this time, you can only send international USD wires. International FX wires may be added in the future.

Q: Can I send a domestic USD wire?

A: You can send a domestic USD wire (for a beneficiary within the United States) by selecting "Domestic Wires" under the Transfers menu. Instead of using "Verify by Phone" authentication, you will use your token to authenticate the transaction.

Q: From which accounts can I send funds?

A: Your eligible funding accounts will appear in the "Wire Transfer From" dropdown box.
Note: "Savings Accounts" are not eligible for online international wires.

Q: What is a beneficiary?

A: The beneficiary is the person or entity who will receive your funds. Your beneficiary should supply you with their name, account number, and address. Your beneficiary should also provide you with their bank details including bank name, SWIFT code, and bank address (city, state, and country).

Q: What are the format requirements for the beneficiary account number?

A: The International Bank Account Number (IBAN) is typically used for payments going to any of the countries that use the euro as their main currency. If you have a beneficiary in any of these countries, they must provide the IBAN so the international wire transfer can be processed correctly. The "View IBAN formats" link will show you the IBAN format for each of the Euro Zone countries.

Note: You should not try to reconstruct the IBAN based on the Bank Identifier Code (BIC) and the account number. Only your beneficiary can provide you with their correct IBAN number.

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Q: What is a SWIFT Code?

A: The SWIFT Code or Bank Identifier Code is used to identify the bank that the funds are being transferred to. To search for a bank, use the Search link and enter a value for the SWIFT Code or Bank Name.

Q: What if the beneficiary doesn't know the SWIFT Code?

A: You can find the SWIFT Code by searching for the bank name on the "Wire Transfer Funds" screen when sending a wire. Make sure this is correct so funds are wired to the correct bank.

Q: Is there a limit for sending international wires?

A: Yes, there is a daily wire limit. When entering your wire amount, you will be prompted to correct the amount if you exceed this limit.

Q: What is the "Additional/Other Beneficiary Information" field?

A: The information you provide in this field will be transmitted to the beneficiary and may help in the application of funds (for example, "Payment for invoice 12345"). This field is limited to 140 characters.

Q: What is the "Purpose of the Wire Transfer" field?

A: Banks are required by law to obtain the purpose of the wire. This information is not transmitted with the wire.

Q: What is the Master Funds Transfer Agreement?

A: The Master Funds Transfer Agreement (MFTA) outlines our legal terms and conditions for each wire transaction. You can view the MFTA on the "Wire Transfer Funds" screen when setting up your wire. By proceeding past this screen, you agree to the terms of the MFTA.

Q: What is a token?

A: A token is a physical device that is used for wire transactions to protect your security.

Q: How do I know if a wire was sent successfully?

A: To see if a wire was sent successfully, check Account Details of the transfer from Online Banking.

Q: Once a wire has been submitted, can it be cancelled?

A: You have 30 minutes to cancel your wire once submitted. To cancel a wire, go to "Scheduled Transfers" and select "Cancel".

Q: Is there a fee for Online Banking wire transfers?

A: Fees apply. You will be prompted with fee information when you request a wire transfer, or you can refer to the fee disclosure information you received.

Q: What is the daily wire transfer limit?

A: The maximum amount you are allowed to transfer a day is $20,000.00 US dollars.