

Positive Pay



questions & answers

Positive Pay is a powerful fraud prevention tool used by business customers to protect against check and Automated Clearing House (ACH) fraud. Rollstone Bank's Positive Pay Service helps your business detect suspicious transactions, reducing the risk of financial loss and safeguarding the reputation of your business.

HOW DOES POSITIVE PAY WORK?

Your business can either manually enter issued checks or upload a file containing issued check data into the Positive Pay system. Checks presented for payment against your account are compared to those issued by the business. To avoid potential fraud, checks not on the issued check list, or those that do not match the entered information, are sent to you as exceptions for examination. Authorized users then log in to BeB to access the Positive Pay system, review the exceptions, and make a "pay" or "return" decision for each.

For additional fraud prevention, you also have the option to set up ACH authorization rules or filter blocks. Depending on your needs, you can choose to block specific ACH transactions or authorize only specific vendors to access your account.

WHAT HAPPENS IF SOMEONE TRIES TO CASH A CHECK AT A ROLLSTONE BANK BRANCH?

The entire RBT branch network is covered by Positive Pay

protection. Any checks presented to a teller in a branch are compared to your company's issued check file. Please refer to the Positive Pay agreement for information on how RBT handles over-the-counter exception items.

HOW WILL OUR BUSINESS BE NOTIFIED IF THERE ARE EXCEPTIONS TO BE PROCESSED?

If you enroll in alerts for Positive Pay, you will receive notice by email if there are exceptions to be processed. As a best practice, RBT recommends logging in to BeB each morning to see if there are exceptions.

WHAT TIME IS THE EXCEPTION PROCESSING DEADLINE?

The exception processing deadline is 11:00 AM for checks and 3:00 PM for ACH transactions.

WHAT HAPPENS IF A DECISION IS NOT MADE TO EXCEPTIONS BY THE DEADLINE?

To safeguard your account, exceptions not processed by the deadline will receive an automatic decision of "return".



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CAN MULTIPLE USERS ACCESS POSITIVE PAY?

Yes. Access will be given, by default, to the Company Administrator of BeB. The administrator can add additional authorized users with specific user permissions with access by account and by function.

WHAT FILE FORMATS DOES RBT ACCEPT FOR ISSUED CHECK FILES?

Fixed length or delimited text files can be uploaded into the Positive Pay system.

WHAT INFORMATION IS NEEDED IN THE ISSUED CHECK FILE?

Only 3 pieces of the check information are needed: Check Number, Issue Date, and Amount. The issued check file may contain additional information, such as the payee name, but that is not required.

WHAT IF THE FILE SUBMITTED CONTAINS ITEMS THAT ARE NOT CHECKS?

The file must contain only checks, with the required information (check number, issue date, amount).

WHAT IF A CHECK IS WRITTEN AFTER A FILE HAS BEEN SUBMITTED?

If a check is written after a file has been submitted, you can either send a new updated file or submit the check(s) using the Enter Issue option. This option will allow you to enter a single check or a series of checks without having to create and upload a new file.

ARE THERE FEES ASSOCIATED WITH POSITIVE PAY?

There is a fee for the Positive Pay service. Please ask for details.

HOW DO I SIGN UP FOR POSITIVE PAY?

To sign up for Positive Pay or any of our Cash Management Services, please contact us at 800.640.1166 or visit any one of our branch offices.



Remember that Rollstone Bank will **NEVER** call, email, or text you and ask for confidential financial information. If you are ever unsure of something that has our name on it, please call us for verification at 800.640.1166. If you think you have become a victim of fraud or identity theft, please report it to us immediately at 800.640.1166 or rollstonebank.com

486 John Fitch Highway, Fitchburg
529 Electric Avenue, Fitchburg
24 Monument Square, Leominster
721 Central Street, Leominster
283 Ayer Road, Harvard
225 Main Street, Townsend
788 Boston Road, Groton

Additional Locations

Mortgage & Loan Center

4 Central Street, Leominster

Loan & Wealth Management Center

25 Harvard Street, Worcester



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