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Getting Started

Business Online Banking Domestic Wires

This user guide provides instructions for BECU’s self-serve domestic wire service in Business Online Banking. You should be able to send domestic wires after you receive a notification from us that the service has been set up in your Business Online Banking profile.

If you have logged in to your Business Online Banking account, but you DO NOT see the Cash Management section on the left-hand navigation bar, please contact us at 800-704-8080, so we can get you set up properly.

FIGURE 1
Terms and Conditions

You must accept the Business Online Banking Wire Transfer Service Terms and Conditions before you can begin using wires. To accept the BECU Online Domestic Wire Service:

1. Click Cash Management on the left-hand navigation bar.

   ![Figure 2]

2. Click External Payments. This will display the latest version of the Terms and Conditions of the Business Online Banking Wire Transfer Service Terms and Conditions (see Figure 4).

   ![Figure 3]

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
FIGURE 4

3. Read the document and click the I Accept button. You can always find the most current version of the BECU Online Domestic Wire Terms and Conditions on our website Forms page at becu.org/support/business-forms in the Miscellaneous section.

FIGURE 5
Dual Control Security Procedure

Important: BECU now requires members to use Dual Control for security when sending online wires. This means there must be one user set up to draft wires and a second user set up to approve and send wires.

Members who cannot set up more than one user, or who do not wish to use Dual Control, are subject to additional liabilities as indicated in the Terms and Conditions and must submit a completed and signed Business Online Banking Domestic Wires Request Form that indicates they accept this liability.

BECU will disable Dual Control restrictions for members who opt out of this security procedure after we receive the completed and signed Business Online Banking Domestic Wires Request Form.

If you decide to opt out of the security procedure, you can either complete, sign, and submit the request form electronically online at becu.org/support/business-forms, or complete and sign the form in person at any BECU location. To find a location near you, visit becu.org/locations.

For more information on opting out of Dual Control, see the Appendix A section of this document.

Navigation and Display

You can access most of the online domestic wire service functions from the Business Online Banking dashboard.

Cash Management

![Figure 6]

**Figure 6**

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
Note: In addition to the domestic wires service, the Cash Management section includes the following (more features coming later in 2022):

- External Payments
- Recipient Management
- Wire Activity

**External Payments**
From the Payments screen, you can start setting up your domestic wire payments or create payment templates for future use.

**FIGURE 7**

1. Click the **New Payment** drop-down to see the available payment types. Currently, you can only choose **Domestic Wire** under the **Wire** payment heading.
2. Click **Domestic Wire** to be taken to the screen where you can create your wires.
3. Click **Create Template** to expand a drop-down of payment template types. Currently, you can only choose the **Domestic Wire** template to complete and save for future use. Named and saved templates will be listed in the Template Display section below the Create Template drop-down.

**Note:** You can search for templates you have created by entering the template name in the search bar above the Create Template drop-down.
Recipient Management
From the Recipients screen, you can add your payment recipients and save them for future use.

1. Click the New Recipient button to be taken to a screen where you can enter recipient information for wires payments. Any new recipients you save will show up in the display area.
   Note: You can search for saved recipients in the search bar above the recipient display area.
2. Click the three stacked dots under Actions to Edit, Delete, or view the wires Payment History for a particular recipient.
**Wire Activity Page**

From the Wire Activity screen, you can view sent wires to determine their status and look up any wire details. Wires that have been assigned an IMAD number have been completely processed and sent out to the beneficiary bank.

![Wire Activity Page Screenshot]

**FIGURE 12**

**Note:** Use the search bar above the Outgoing Wire Activity list to search for a specific transaction.

![Wire Activity Search Bar]

**FIGURE 13**

**Note:** Click the icons to the right of the search bar for the following functions:

- **Star:** Adds the Wire Activity screen to your Favorites
- **Printer:** Prints the list of transactions
- **Down arrow:** Exports the information to .csv file format
- **Funnel:** Filters the search criteria

---

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Transactions
Activity Center

Wire activity may also be displayed in the Activity Center under Transactions on the left-hand navigation bar. Transactions in the Activity Center are organized by Single Transactions or Recurring Transactions. Wires display in the Activity Center as either Authorized or Processed. Completed wires will only display on the Wire Activity screen.

**FIGURE 14**
Administration
The Administration section on the left-hand navigation bar is where User Management and Alerts are located.

![BECU Business Services Interface](image)

**Figure 15**
Security Preferences

Administrative users may change their Security Preferences

FIGURE 16
Alerts

Administrative users and other authorized users who have rights may set up wire-related alerts from the Alerts page.

We recommend that administrative users set up the following types of standard alerts:

- Alerts to notify you if any password, user ID, or secure access contact information is changed or updated
- Alerts to notify you if there are any password changes or unsuccessful login attempts that result in an account lockout
- Alerts to notify you when you receive a secure message from BECU
- Alerts to notify you if your login ID is disabled

We recommend that administrative users set up customized alerts for wires and their accounts. To set up custom alerts, click the New Alert button and choose the type of custom alert you want to set up.

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
Alerts

ONLINE TRANSACTION ALERTS (1)

When a Domestic Wire is Authorized, send me an SMS text message

Main Checking ****

Edit

FIGURE 18

We recommend that administrative users set up the following customized alert types:

- Alerts to notify you if any of your balances drop below a certain threshold – Account Alert
- Alerts to notify you if a wire was authorized – Online Transaction Alert
- Alerts to notify you if a wire was drafted (if you are the approver) – Online Transaction Alert
- Alerts to notify you if a wire has failed or been cancelled – Online Transaction Alert

FIGURE 19

New Online Transaction Alert

Transaction:
Domestic Wire

Account:
Main Checking **** $38.76

Status:
Authorized

Alert Delivery Method:

Email
Voice
SMS Text Message
Secure Message Only

Country:
United States

SMS Text Number:
XXX-XXX-XXXX

Terms and Conditions:

Agree To Terms

Go back
Create Alert
Note: Online Transaction alerts are account specific. We recommend you set up alerts for each funding account you have listed for online domestic wires even if you typically only send out wires from one account. Receiving alerts to notify you of activity on an account you don’t typically use for wires transactions is a good way to prevent fraud.

For additional Fraud Mitigation best practices see the Appendix B section of this document.

User Management

Administrative users may also add and edit sub-users and give them rights to draft, approve, and view wire activity on the User Management screen.

![User Management Screen]

**FIGURE 20**

1. Administrative users may add new users by clicking the Add User button or edit users by clicking on the pencil image to the right of the existing user. Clicking on the Add User button will take you to a New User Details page.
2. Once a user has been set up, clicking on the pencil to the right of the user will bring up the User Details page. Administrative users may add or edit details such as name, email and login name. Administrative users may also activate or deactivate users from this page. Clicking on the Assign Rights button will take you to the page where you may assign rights and access to features for that user.
3. Clicking on the payment type under the Transactions heading brings you to a rights page where you can assign rights to a user such as Draft, Approve, Cancel or View a wire. You can also set financial limits or limit the number of wires that user may send. BECU requires Dual Control for sending wires so it is on this page that you may assign users who may Draft, Cancel and View wires and where you may assign different users who may Approve, and View wires.

4. Note that assigning all rights to all users will allow each user to both draft and approve wires but a drafted wire may not be approved by the user who drafted it, a second user will have to approve it.
5. Clicking on the Features heading brings you to a different rights page where you can toggle on and off other rights beyond payment specific rights to a user and give them access to Custom Features.

6. Finally, clicking on the Accounts heading allows you to choose which accounts they have access to for Payments, Transfers, etc.

**Note:** It is imperative that you set up a minimum of 2 users for Business Online Banking Online Wires to function. This type of Dual Control is required unless you agree to additional liability and sign the Decline Dual Control section of the Domestic Wires Request Form. Please see the Appendix A section of this document on more information on how to opt out of Dual Control.
Creating and Sending a Wire

You can initiate one-time or recurring wire payments from the Cash Management External Payments screen.

1. Click the New Payment button to see the Domestic Wire drop-down option under the Wire payment heading.
2. Click Domestic Wire to be taken to the Domestic Wire page where you can create and send wires.
Domestic Wire Page

The Domestic Wire screen allows you to create a wire by entering information such as your account number, date, and the dollar amount of the wire. It also allows you to add recipient information if you have not created any stored recipients in the Recipient Management section.

**FIGURE 27**

1. In the Origination Details section of the Domestic Wire page, your business account will be displayed in the **From Subsidiary** field. If you have multiple subsidiary businesses, you can click in the **From Subsidiary** field and a drop-down allows you to choose the subsidiary account you want to use to send a wire.

2. Click the **Account** field for a drop-down of all your checking, savings or money market accounts from which you can send wires.

**FIGURE 28**
3. Once you have chosen the account, click in the **Process Date** field and select a date to process the wire from the calendar that displays.

![Domestic Wire Form](image)

*Figure 29*

4. When you have chosen the account from which to send the wire and a date, you have the option to make the wire recurring by clicking the **Set Schedule** link under the **Recurrence** heading.

![Domestic Wire Form](image)

*Figure 30*

**Note**: You can choose to send a same-day wire up to 1 pm Pacific Time. After that, the calendar will not allow you to choose the same day, and the wire will be sent the next day. If you prefer to set up a wire to be sent later, you may set it for a future date. Wires cannot be sent on weekends or holidays because the Federal Reserve does not process wires on those dates.
Recurring Transactions

1. Click the Set Schedule link to open the Schedule Recurring Transaction pop-up box.

2. For recurring wires: Set the frequency and stop date, and then click the Set Recurring Transaction button to schedule your automatic wire payments.

3. For single payments: Click Cancel to exit the Schedule Recurring Transaction pop-up and return to the Domestic Wire page.
Setting Up Recipients
You are now ready to set up a recipient for your wire payment.

FIGURE 32

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)

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1. To add a new recipient, click + New Recipient. If you previously saved any recipients, click in the Recipient/Account field and select a recipient from the drop-down. Either option will open the Recipient Details screen (see Figure 30).

**Figure 33**
Recipient Details
You will enter recipient information on the Recipient Details page.

![Recipient Details Page]

**FIGURE 34**

1. In the required **Display Name** field, enter a nickname for the recipient in Business Online Banking for domestic wires.
2. Enter an email address for your recipient (optional) so they can be notified of payments or payment status.

![Recipient Details Example]

**FIGURE 35**
3. Enter the bank account information for your recipient. The Financial Institution (FI) field displays any previously saved information. A list of potential bank choices will display in the drop-down when you begin entering the bank name or the routing number.

**FIGURE 36**
4. When you choose a Financial Institution from the drop-down list, the correct address and Wire ABA number will display in the FI ABA Number and Address fields.

**Note:** In most cases, you will not need to include information in the Intermediary FI section. An Intermediary FI is used when the recipient’s primary bank/financial institution does not receive wires directly, but uses a different and, generally larger, financial institution to process wires on their behalf.

![Image of Accounts (1) form]

**Figure 37**

**Questions:** Call BECU at **800-704-8080**, Monday - Friday, 8 am - 5 pm (Pacific Time)

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5. When you have entered the Financial Institution (FI) and Account information, click the check box to return to the Recipient Details page to complete and finish adding the recipient information.

6. When you see a green bar to the left of the Account details, the Account and Financial Institution details are complete.

7. Enter the recipient’s name in the Wire Name field and enter the address details for the recipient in the fields below.

   Note: The Wire Name is the official name of the account holder at the bank/financial institution where the recipient has an account. This is different than the Display Name, which is your nickname for that recipient.

8. Click Save Recipient to return to the Domestic Wire page.

**Figure 38**

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
Sending the Wire

1. Return to the Domestic Wire screen and enter the Amount and Purpose of Wire (required) in the corresponding fields.

2. By clicking on the Additional Wire Information line you may also provide optional information about the wire, such as a message about the wire in the Message to Beneficiary field and a Description field for your notes.

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
3. Click the Draft button to save the wire without sending it. Your user with approval rights can send it when you are ready by finding the Drafted transaction in Transaction Activity Center and then Approving the transaction.
Authorization Error

You do not have the appropriate rights to perform this transaction.

Close

Note: You will get an error message if the user who has drafted the wire tries to approve and send it.

FIGURE 43

Viewing and Approving Drafted Wires

1. Click the View in Activity Center button to return to the Activity Center screen under the Transactions heading.

FIGURE 44
Activity Center

You will see the drafted wire with wire details listed. The wire status will be **Drafted**.

![Activity Center Screen](image)

**FIGURE 45**

You may approve Drafted wires by clicking on the far right stacked dots that toggle on additional actions for that wire.

---

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Clicking on Approve takes you to a confirmation pop up.

Figure 46

![Approve Transaction Pop-Up]

Figure 47

Clicking on Confirm takes you to the two-factor authentication pop up.
Secure Access Code Required

A secure access code is required to authorize this transaction. Please select your delivery method to receive your secure access code:

- Call me: (000) XXX-5366
- Email me: xxx@xxx.net

Cancel

Enter your Secure Access Code

Enter the code that has been sent via call me to (000) XXX-5366.

Enter code:

Back Verify

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
Verifying the correct code will take you to a Transaction Approved pop up box.

![Approval Successful]

**FIGURE 50**

You can now see that the transaction status has changed from Drafted to Authorized.

![Activity Center]

**FIGURE 51**

*Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)*

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When the wire begins processing, the status of the wire will change to **Processed**.

**FIGURE 52**

**Note:** The wire status in the Activity Center will remain as Processed no matter what happens to the wire after this point. A wire can be completed or cancelled, but the updated status will not display in the Activity Center. To view the final status of a wire, go to the Wire Activity Page under Cash Management.
Wire Activity

All processed wires will display on the Wire Activity screen as they move through wire processing. Completed wires will display a long IMAD number that indicates the wire has been completed, sent to the FedWire, and sent on to the beneficiary financial institution. Wires not displaying an IMAD are still being processed. Typically, it can take a few minutes to an hour or more for a wire to process, based on whether it goes through any type of manual or automated review before release.

**Note:** If you have not received an IMAD by the end of your process date, then an error has occurred. In this situation, contact the Business Support group at 800-704-8080.

1. Click on a Tracking ID number to see all the details of that wire.

<table>
<thead>
<tr>
<th>Tracking ID</th>
<th>Process Date</th>
<th>Amount</th>
<th>Recipient</th>
<th>Receiving Institution</th>
<th>From Account</th>
<th>IMAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>20213480025900</td>
<td>12/14/21</td>
<td>$1.00</td>
<td>Sara</td>
<td>SECURITY STATE BANK</td>
<td>Business Money Market</td>
<td>Awaiting IMAD...</td>
</tr>
<tr>
<td>20213470060000</td>
<td>12/13/21</td>
<td>$1.25</td>
<td>Jennifer</td>
<td>BECU</td>
<td>Main Checking</td>
<td>202112131L0FMRM2000140</td>
</tr>
<tr>
<td>20213470055000</td>
<td>12/13/21</td>
<td>$0.50</td>
<td>Sara</td>
<td>SECURITY STATE BANK</td>
<td>Business Money Market</td>
<td>Awaiting IMAD...</td>
</tr>
<tr>
<td>20213470042700</td>
<td>12/13/21</td>
<td>$1.04</td>
<td>Sara</td>
<td>SECURITY STATE BANK</td>
<td>Main Checking</td>
<td>Awaiting IMAD...</td>
</tr>
<tr>
<td>20213470039800</td>
<td>12/13/21</td>
<td>$1.03</td>
<td>Sara</td>
<td>SECURITY STATE BANK</td>
<td>Main Checking</td>
<td>Awaiting IMAD...</td>
</tr>
</tbody>
</table>

**FIGURE53**
Setting Up Recipients and Templates

You can set up your recipients and wire templates ahead to save time when sending wires to the same person or when sending similar wires with different amounts.

Recipient Management
The process for setting up a new recipient in the Recipient Management section is the same as adding a new recipient.

1. Click the New Recipient button to add a new recipient.

![Recipient Management Screen]

**Figure 54**

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2. Enter the Beneficiary and Financial Institution information on the Recipient Management screen.

![Recipient Management Screen](image)

3. Click the **Add Account** drop-down to open a new Account screen.

   **Figure 55**

   **Note:** You can add more than one financial account and financial institution for each recipient.

   ![Add Account Screen](image)

   **Figure 56**
Below is an example of a recipient with two accounts to choose from when sending a wire payment.

**FIGURE 57**

<table>
<thead>
<tr>
<th>Account</th>
<th>Payment Type</th>
<th>Financial Institution (FI)</th>
<th>Routing Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account - *8110</td>
<td>Wire Only</td>
<td>US BANK, NA</td>
<td>123000220</td>
</tr>
<tr>
<td>Account - New</td>
<td>Wire Only</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Beneficiary Type**
- Domestic

**Account**
- X000000002156

**Beneficiary FI**
- Name: FIRST NATIONAL BANK OF NEVADA
- Country: United States
- FIABA Number: 101201164
- Address 1: 100 W Walnut St
- City: Nevada
- State: Missouri
- Postal Code: 64772

**Intermediary FI**
- Name
- Country
- Wire Routing Number
4. Add the recipient details including the name they use with their financial institution and their address. When the information is complete, click **Save Recipient**. A Recipient Saved pop-up box will display (see Figure 45).

**FIGURE 58**

**FIGURE 59**

**Recipient Saved**

Recipient Bob S has been successfully saved.

Close
2. The new recipient will appear on the Recipients Page.

*Note:* The three vertical dots under the Actions heading on the right-hand side allow you to Edit, Delete, and view the Payment History of any recipient.

**Figure 60**
Templates
You can set up wire templates on the Payments screen.

1. Click the Create Template link on the right-hand side, and choose Domestic Wire from the drop-down. This takes you to the Template Properties screen where you can name the template and add the necessary details for sending a wire.

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
Note: You can reuse this template every time you send a wire to the recipient. You can edit the
template, as needed, for new recipients, new wire amounts, etc.

2. Click Save to generate a Template Saved pop-up that allows you to return to the Payments page, or
click Pay to make an immediate wire payment from the template (see Figure 54).

**FIGURE 63**

![Template Properties](image)

**FIGURE 64**

![Template Saved](image)
FIGURE 65
3. Click Close to return to the Payments page where you can see the template you created.

**FIGURE 66**
Appendix A: Domestic Wires Request Form

Opting out of Dual Control Security

The Domestic Wires Request Form that can be accessed via DocuSign or accessed in person at a Neighborhood Financial Center, includes a “Decline Dual Control” section that must be signed and returned for Dual Control to be disabled for a member. For a copy of this form, call BECU at 800-704-8080.

---

Business Online Banking Domestic Wires Request Form

Please complete this form to request, change, or cancel your online domestic wires service in Business Online Banking. Please note to request, change, or cancel online wires service, you must be an existing BECU Business member of good standing for at least 90 days and you must be using the Business Online Banking platform. Please allow 24 hours for processing. Submit the completed, signed form in person at any BECU NPPC or access it via DECU.org and complete a DocuSign form to be submitted electronically. If you have any questions, please contact a BECU Business representative at 866-736-8080. All inquiries are required unless otherwise noted.

- For new requests, complete sections 1, 2, 3, 5, and optionally 6
- To change your current online wire service complete sections 1, 2, 3, and optionally 4, 5, and 6
- To cancel your online wire service, complete sections 1, 2, 3, and 4

1. Business Information
   - BUSINESS NAME (AND DBA, IF APPLICABLE)
   - TIN (BUSINESS ONLY)
   - DATE ESTABLISHED
   - TYPE OF BUSINESS
   - Does the member have a Business Relationship Manager?
     - Yes
     - No
   - If yes, who is their DFR?

2. Business Online Banking Administrative User and Authorized Signer
   - Contact Information
     - NAME
     - TITLE
     - EMAIL ADDRESS
     - PHONE NUMBER

3. Wires Information
   - WIRE DOMESTIC
     - Amount
     - AVERAGE Days
     - AVERAGE MONTH

4. Cancellation
   - Indicate reason for cancellation
     - Service not used
     - Fraud / Compromise
     - Fees
     - Service issue
     - Wire issue
     - Other (please explain)

5. Acknowledgment, Agreement and Security Procedure
   By signing below, you certify that you are authorized to make the request indicated on this form on behalf of the business and are authorized to take all actions and steps reasonable or necessary to do so and deliver any instruments or agreements, as necessary to BECU, and that the information you provide on this form is accurate, complete, and true. In addition, unless you are canceling your online wire service, you acknowledge and agree that:
   1. You must understand the Business Online Banking (the “Service”). Service is provided as described in the terms and conditions associated with the Service and Business Online Banking, including but not limited to “Security Procedures”;
   2. In order to modify the Security Procedures and decline dual control (if chosen), the information provided is commercially reasonable to you and is sufficient to confirm the authenticity of an order and your wire is authorized as set forth;
   3. In the event of any dispute or difficulty caused by errors or misunderstandings, the decision and the final authority to process or remove a wire rests with BECU;
   4. If a signature by any authorized person is used with the instructions, you are bound by the instructions and the wire is processed by BECU in compliance with the Security Procedures, whether or not the wire order is the initial using the feature is authorized or unauthorized by you.

SIGNATURE
NAME
DATE

6. Security Procedures and Security Control
   The Service procedures, in part, include dual control procedures. You may opt out the wire order and a separate user must approve and send the wire order. You may opt out of the dual control procedures by declining dual control. However, if you decline dual control, you understand you are voluntarily assuming the risk of fraud and unauthorized access to the wire, and you will have no remedies for that action.

By signing the “Decline Dual Control” option and signing below, you are agreeing to not implement dual control procedures because they are not necessary for your business, and you are voluntarily assuming the increased risk and liability resulting from declining dual control as part of the Security Procedure.

Decline Dual Control

SIGNATURE
NAME
DATE

BECU Business

---

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)
Appendix B: Fraud Prevention Tips for Online Wires

Online wires offer an efficient and secure way to send wires right from your desktop or mobile device. However, businesses who send wires often fall prey to scams and fraudulent schemes. To help protect your business, we’ve compiled some information about fraudsters’ common tactics and tips for how you and your employees can reduce the risk of falling for a scam or fraudulent schemes. It is important to note that fraudsters are always looking for new sophisticated ways to scam businesses and individuals and to commit payments fraud.

A few common scams and fraud schemes:

- **Phishing, Smishing & Vishing**: Fraudsters use a variety of ways to commit their crimes, including sending emails (phishing), text messages (smishing) or even making phone calls (vishing) to find their next fraud victims. With these communications, they are carrying out a scam by trying to prompt action, such as clicking a link or asking for your online credentials or security codes.

- **Malware**: When an employee clicks on a suspicious link, opens an attachment or even visits certain websites, criminals can download malicious software (malware) on the employee’s computer. Through the employee’s computer, malware can infiltrate your company’s email system, network or other technology resources to use confidential information to ease in their efforts to perpetrate a scam and to commit fraud.

- **Account Takeover**: When a fraudster hacks into your computer or gains access to your login credentials, they can conduct the same type of activity you or your employees do, including sending wires. If an employee has access to send an online wire, the fraudster will have the same access. That’s one reason controls like dual approval and separation of duties are critical to ensure two parties within your business participate in submitting and reviewing the wire transfer – so the fraudster can’t easily act alone to successfully send a wire.

- **Business Email Compromise (BEC) Scams**: With BEC scams, a fraudster tries to dupe an individual into sending a new payment or making changes to existing payment instructions, such as account numbers. A common tactic is to send an email pretending to be a company executive asking for a payment to be sent with a sense of urgency or secrecy. The email could be sent from the executive’s legitimate email address that the fraudster hacked or from a spoofed email where they’ve setup a similar email address to dupe the recipient. There are several types of BEC scams, but in each situation the fraudster’s goal is to prompt the unwitting recipient into action.

Questions: Call BECU at 800-704-8080, Monday - Friday, 8 am - 5 pm (Pacific Time)

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Best Practices & Tips:

- Use a unique password for your Business Online Banking access – one you’ve never used before and won’t use in other systems
- Limit users’ access to online wires for only those individuals who need to send or approve wires and establish appropriate controls, such as tailored limits
- Setup your system administrator as a Business Online Banking user and log in with the user ID – limiting a potential fraudster’s ability to make administrative changes
- Implement a verification process by calling the phone number on file for new payment requests or for making changes to existing instructions
- Train your employees to be cautious of suspicious emails or links they receive and to scrutinize payment requests or changes before acting
- Utilize a separation of duties model for payments-related activities, such as processing wire requests which helps prevent problems such as account takeover fraudulent payments
- Establish a separate account – distinct from your operating funds – to be used for electronic purposes, such as sending or receiving wire transfers
- Create and implement a policy that prohibits company computers from accessing unauthorized websites, such as social media sites
- Create and implement a policy that prohibits the use of public Wi-Fi for conducting business banking activities
- Check the activity on your business accounts throughout the day and report any questionable transactions to us immediately at 800-704-8080

If you think you’ve been the victim of fraud, contact us immediately at 800-704-8080. You can also report the incident to the FBI’s Internet Crime Complaint Center or the Federal Trade Commission (FTC).