



DashCash FAQs for Members

What is it?

DashCash is an easy way to send money to anyone who has a U.S. bank account. Money can be received with a valid Debit Card or through any bank account within 1-3 days.

How does DashCash work?

You can access DashCash through Online Banking on a desktop computer or our Mobile Banking App through your mobile device. In your Online Banking account, navigate to 'Transfers and Payments' then select 'DashCash'. To access DashCash through our Mobile Banking App, navigate to 'Transfers' then select 'DashCash'.

Enter the phone number or e-mail of the person who you want to send money to, along with how much you want to send. You can also add a memo, but this step is optional.

The transaction is processed as normal and debits your Checking account. Depending on whether you used the receiver phone number or e-mail, the person you send the money to will receive either an email or an SMS text message letting them know that you sent them the money.

What if I send funds to the wrong number or email address?

You can cancel the payment if the recipient hasn't picked up the funds. From the DashCash home screen, click on 'Menu' in the top left corner, then 'Transaction History' to view all of your transactions. If the recipient has not picked up the funds, you will be able to select 'Cancel' to cancel the transaction. If the 'Cancel' link is not available, the recipient has already picked up the funds and the transaction is irreversible.

Is my information secure?

Yes – Payments are sent using the same trusted networks that you currently use to conduct your banking. The safety features are embedded in the network, so you can have peace of mind that your transaction is protected for you, and the receiver.

What if the person I am sending money to does not bank at First Entertainment Credit Union?

The person receiving the money does not need to bank at First Entertainment. They receive a notification to pick up the funds by SMS text message or email, whichever information you used to send the payment. The notification has a link for the receiver to click on to enter their Debit Card number or U.S. bank account information to pick up the funds.

No need to force anyone to download an app, or sign up for a service they don't want or need.

Are there any fees?

The sender pays \$3 for any single transfer over \$1,000. The fee is debited from your account along with the amount of the "send."

How long does it take to receive money?

When payments are picked up by the receiver, the funds will appear in their account in 1-3 days.

Can I use DashCash to send money to someone who banks in another country?

No – DashCash only works with U.S. bank accounts.

Can I cancel a payment?



If the receiver has not deposited the funds into their account, you can cancel the payment. However, if the payment has been uncollected for 10 days, it will be returned to your account. In which point, the transfer cannot be cancelled. The returned payment will take 1-2 days to appear back in your account.

What Protections do I have with DashCash?

Because DashCash is intended to replace instances where cash and checks are being exchanged, you do not have the same protections associated with a Credit Card or a Debit Card transaction, such as the ability to dispute purchase transactions. Once you send money with DashCash, you cannot cancel the payment if it has already been processed.

We recommend you only send money to known and trusted recipients when using DashCash. We also recommend that you double check all phone numbers and email addresses of the parties you send money to.

Can I use DashCash without a smartphone?

Yes – DashCash is available in our Online Banking platform as well as our Mobile Banking App.

How much can I send?

For your protection, the daily transfer limit to send to receivers is \$1,500. This \$1,500 limit is shared with your Point Of Sale (POS) purchase limit for the day. This means that DashCash transactions and any purchases you make using the Debit option with a pin number at a merchant, share this daily \$1,500 limit. The monthly transfer limit to send to recipients is \$10,000. This monthly \$10,000 limit is not shared with your POS limit.

How many transfers can I send per day?

You can send up to 15 transfers per day. This limit is shared with your POS limit as well.

Why use DashCash instead of another Person to Person (P2P) money transfer product?

DashCash is a more convenient way to send money to anyone who banks in the U.S. It is a more secure solution for your Person-to-Person needs. No need to download an app, or worry about making sure the person receiving the money has an app or an account at a participating bank. The receiver receives a link to pick up the funds with just a text message or email notification.

Will I need to apply for a new card or PIN, or enroll in DashCash to send money?

No, you only need an existing Debit Card linked to your account, and an Online Banking account accessible through a desktop computer w/ internet access or access via our Mobile Banking App, nothing else. There is no enrollment required. There are no downloads for you nor your recipient.

Will the receiver need to register an account to use DashCash?

No, there is no enrollment required to pick up DashCash transactions. The receiver will only need their Debit Card information. If the receiver does not have a Debit Card that's part of the Star network, they can use their financial institution's routing number and corresponding account number to pick up the funds. The receiver can look at the back of their Debit Card to see which network it is a part of. As a member of First Entertainment Credit Union, your Debit Card is part of the Plus, CO-OP, and Star networks.

Are funds removed immediately?

Yes, sending funds functions similar to a purchase with your Debit Card/PIN. The funds are removed from your account immediately.

What if my recipient does not receive their payment?

If the recipient does not claim the funds within 10 days, the funds are returned to your account. It will take 1-2 days, after the 10th day holding period, before you see the funds back in your account.



Will my personal information be shared with the recipient?

In order to process your transaction, your full name will be shared with the recipient in the payment notification. No information other than your full name will be shared with the recipient.

What if I have any other issues or concerns?

You may contact us via phone at (888) 800-3328. Alternatively, you can send us a secure message through Online Banking on a desktop computer, or through our Mobile Banking App with your mobile device.