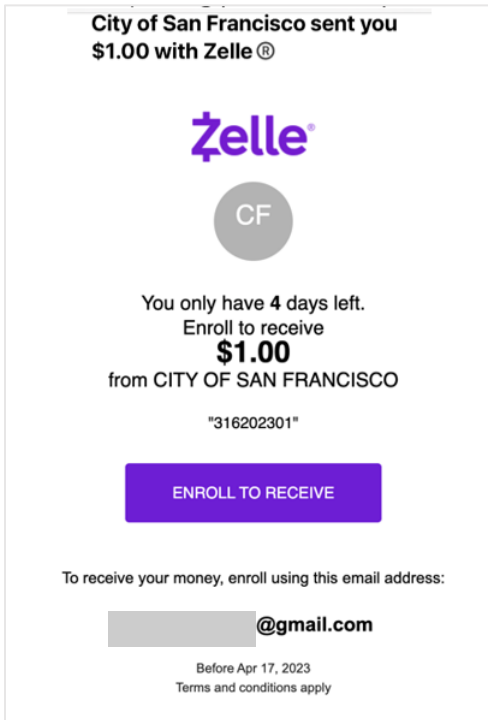




## How to Receive Money through Zelle

If you indicated on the K2C withdraw form that you'd like to receive your payment through our Zelle option, please follow the steps below.

1. Once your K2C withdraw form has been processed, you will receive a payment notification from Zelle to your enrolled **\*email address**, letting you know that your money is on the way.



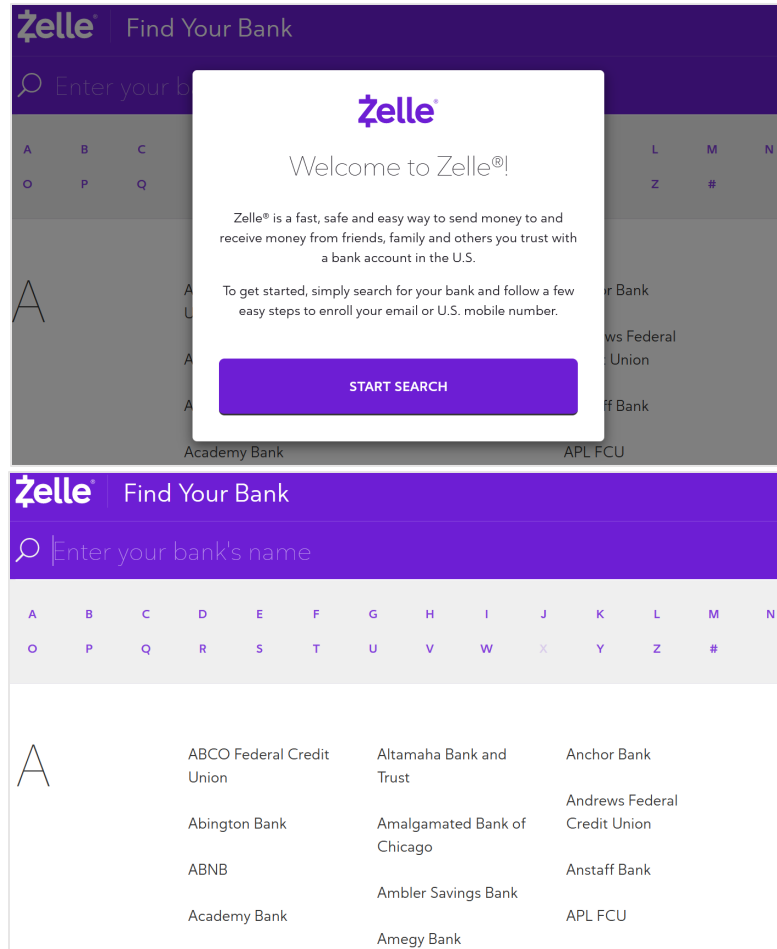
2. If you have already enrolled with Zelle, you do not need to take any further action. The money will move directly into your bank account associated with your profile, typically within minutes (you can skip steps 3-9).
3. If you have not yet enrolled your Zelle profile, follow the steps below starting with step 4.
4. Click on the “Enroll to Receive” button provided in the email payment notification or visit [www.enroll.zellepay.com](http://www.enroll.zellepay.com).

\*K2C is able to process Zelle payments that are associated with an email address only. K2C is NOT able to process any Zelle payments at this time for accounts associated with a phone number.

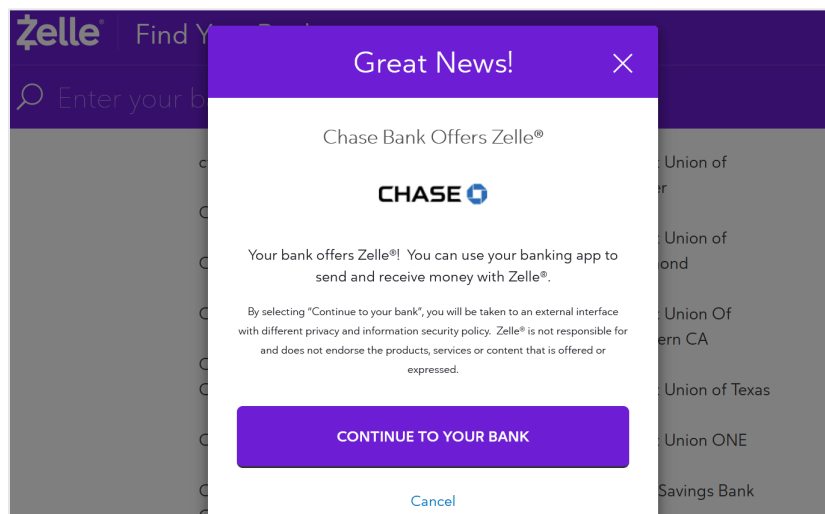


## How to Receive Money through Zelle

5. Select your bank or credit union from the list or type it in the search bar.  
**Note:** If your bank is not listed and you cannot find it using the list or search bar, please contact [k2c@sfgov.org](mailto:k2c@sfgov.org) to arrange for a check to be issued.



6. Find and click on your bank, and a pop-up message will appear. Click on the “Continue to Your Bank” button.



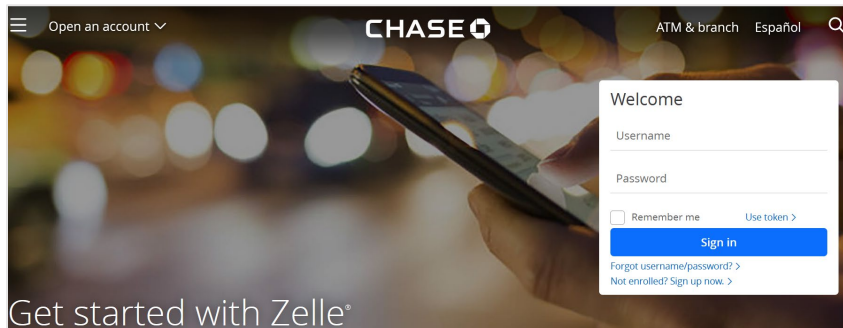


## How to Receive Money through Zelle

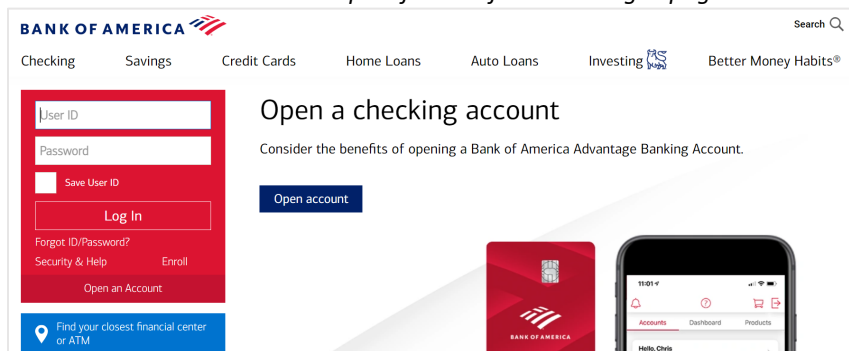
7. Enter your bank username and password information.

**Note:** Once you log into your bank account, the following steps will differ from one bank to another. Some banks will require you to enter the email address associated with your Zelle account and some may not. Follow the instructions your bank requires along with any information your bank requests.

*Example of Chase Log in page*



*Example of Bank of America Log in page*



8. Once you enter your bank username and password along with any other information requested by your bank, follow the instructions provided by your bank to complete your enrollment.
9. After you've completed all the steps and enrolled in Zelle, the payment will be deposited into your account. You can then log into your bank account to verify that the payment has been deposited into your bank account.
10. You should receive a reminder email when you have 12 days left and 4 days left to enroll with Zelle. If you have not received your payment after 14 days from the time you received the Zelle payment notification or enrolled in Zelle, contact the K2C program at [k2c@sfgov.org](mailto:k2c@sfgov.org) for further instructions.

Visit [www.k2csf.org](http://www.k2csf.org) or contact us at [K2C@SFOV.ORG](mailto:K2C@SFOV.ORG) for further instructions. Visit [www.zellepay.com](http://www.zellepay.com) for the latest information on how to receive or enroll in Zelle payments.