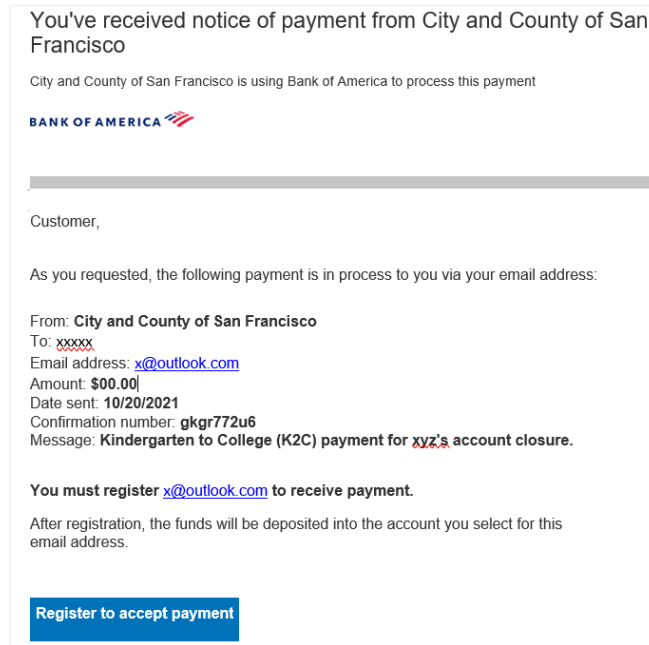


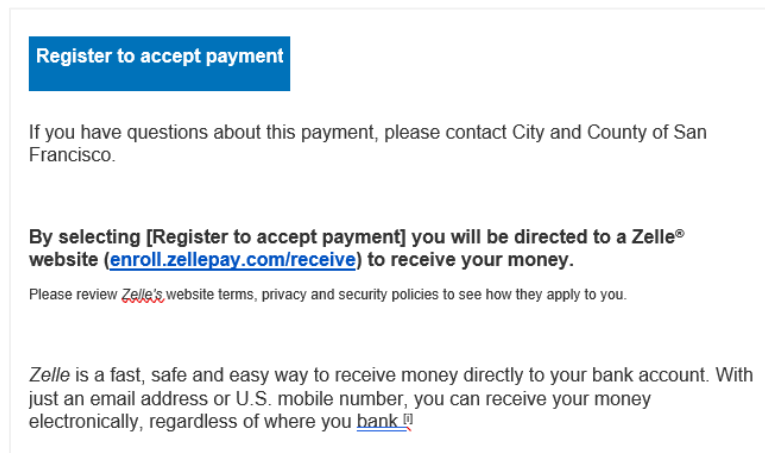
## How to Receive Money through Zelle

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.

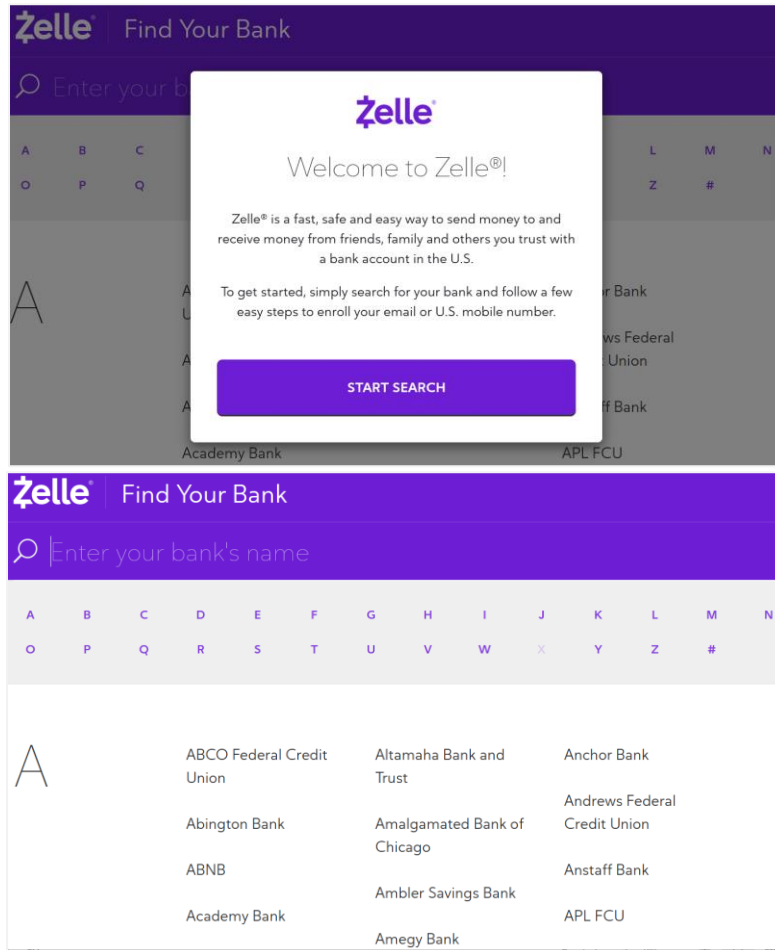
1. Once your K2C withdraw form has been processed, you will receive a payment notification from Zelle to your enrolled **\*email address**, letting you know that your money is on the way.



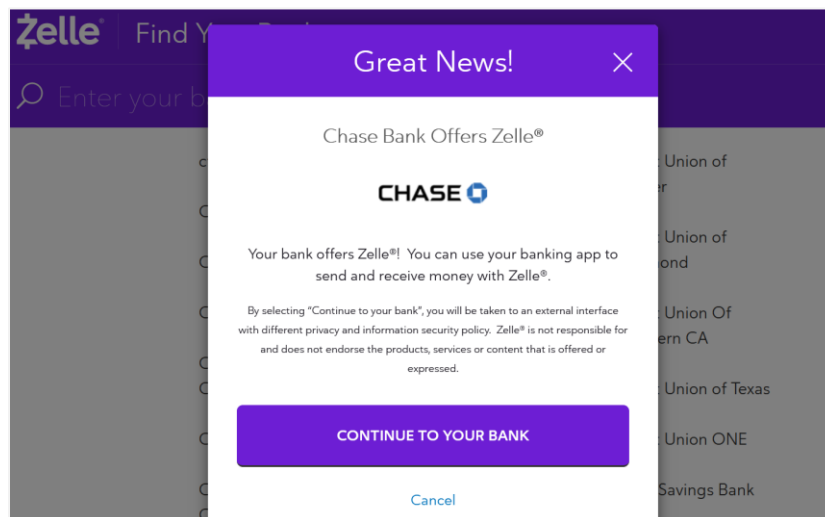
2. If you have already enrolled with Zelle, you do not need to take any further action. The money will move directly into your bank account associated with your profile, typically within minutes (you can skip steps 3-9).
3. If you have not yet enrolled your Zelle profile, follow the steps below starting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



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.

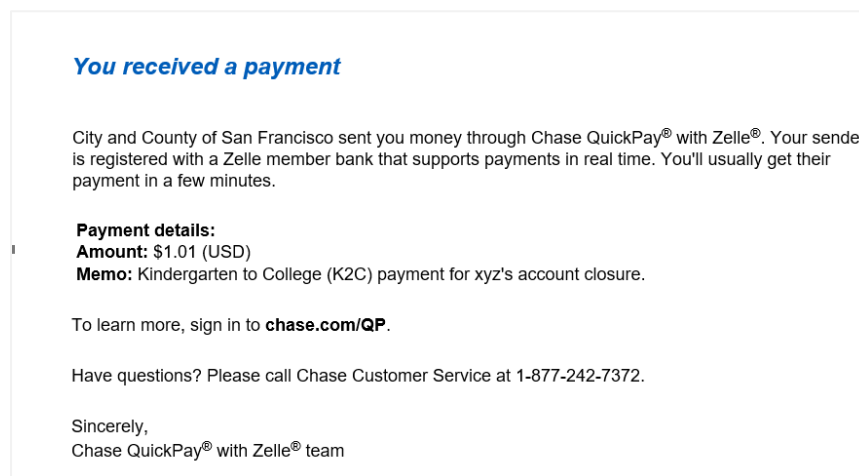


7. Enter your bank username and password information.

**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.



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, you should receive an email from your bank informing you that the payment has been accept and deposited into your account.



10. 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.

## Zelle FAQs

### Someone sent me money with Zelle®, how do I receive it?

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.

If you have not yet enrolled your Zelle® profile, follow these simple steps:

- Click on the link provided in the payment notification or visit [enroll.zellepay.com](https://enroll.zellepay.com)
- Select your bank or credit union.
- Follow the instructions provided on the page to enroll and receive your payment.

If your bank or credit union is NOT listed, then download the Zelle® app and enroll your Visa® or Mastercard® debit card.

### How do I get started?

It's easy — if your bank or credit union offers Zelle®, it's already available in your mobile banking app or online banking! Check your mobile banking app or sign-in to your online banking site and follow a few simple steps to enroll your Zelle® profile. You can find a list of participating banks and credit unions offering Zelle®.

Don't see your bank or credit union listed? Don't worry! Our network of participating financial institutions is always growing, and you can still use Zelle® by downloading the Zelle® app for Android and iOS.

To enroll with the Zelle® app, enter your basic contact information, an email address and \*U.S. mobile number, and a Visa® or Mastercard® debit card with a U.S. based account. We do not accept debit cards associated with international deposit accounts or any credit cards.

[Disbursements with Zelle® - YouTube](#)

**\*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.**