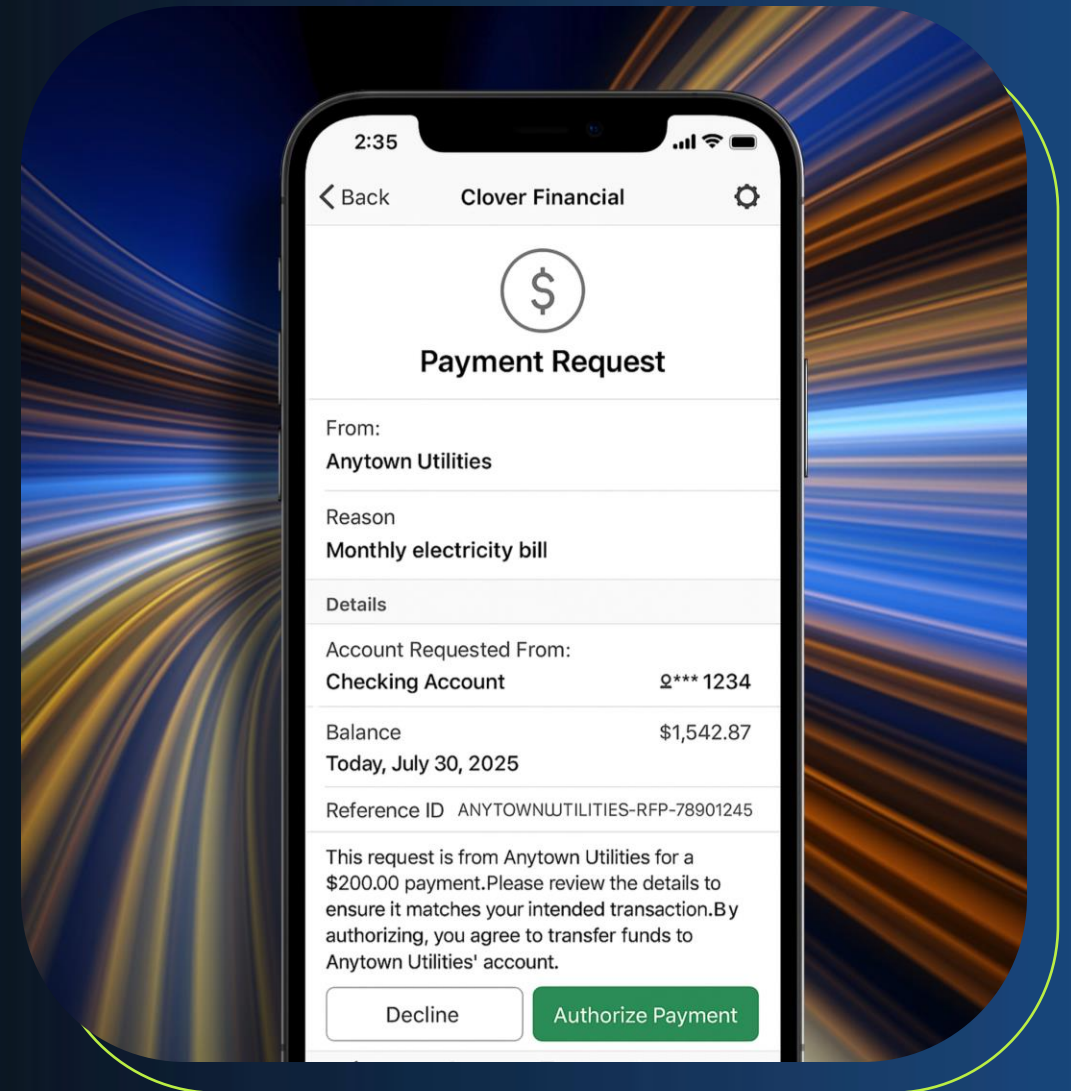


# Alacriti

## Beyond Bill Pay: Using RFP and Real-Time Payments to Deepen Member Relationships

Webinar

August 27, 2025



## MEET OUR SPEAKERS



**Mark Majeske**  
SVP, Faster Payments  
**Alacriti**



**Stuart Bain**  
SVP, Product Management  
**Alacriti**



# Poll Questions

20

Years in business

3 of every 4 employees are  
developers

52M

Amount of annual  
payments processed

\$106B

Value of annual  
payments processed

85M

End Users

20%

of US CU members served

# Alacriti:

Leaders in Payment Modernization

## 22% payment growth acceleration

### Payments Focus by Payments Experts

Deliver innovative and frictionless money movement solutions and payment modernization to banks and credit unions and their users, fully integrated with their existing systems.

Market Leading Solutions:

#### **Unified Money Movement**

Loan Payments (EBPP)

- External Transfers (A2A, B2B, B2C, etc.)
- Digital Disbursements
- New Account Funding

#### **Payments Hub**

- TCH's RTP® Network
- FedNow® Service
- Visa Direct
- Fedwire
- ACH
- Zelle®

Alacriti



# Representative Clients

## CREDIT UNIONS



## BANKS



# Meeting Agenda

- Intro
- How RFP Works Today
- RFP in Action
- What's Next for RFP
- Strategic Benefits for Credit Unions
- Q&A



# How RFP Works Today



# Instant Payments Adoption is Growing (as of November 2024)

## RTP

**RTP Participants = Over 1,000 FIs**

**RTP recently increased its transaction limit to \$10 Million (Feb 9th) - (Same Day ACH = \$1 Million)**

**RTP Routing Transit Numbers = 1716**

**RTP volumes set new records in Q2 2025**

- Quarterly Volume: 107 million
- Quarterly Value: \$481 billion

## FedNow

**FedNow Participants = 1400 FIs**

**FedNow \$1,000,000 Transaction Limit**

**FedNow Routing Transit Numbers = 1289**

**FedNow volumes in Q2 2025**

- Quarterly Volume: 2.1 million
- Quarterly Value: \$245 billion

**656 Routing Transit  
Numbers in Common**



# TCH RFP Market Update

- **RFP was commercialized last year in a Phased Approach utilizing Low Risk Use Cases**
  - Phase 1: Initial Use Cases: A2A Wallet, Govt Pmts (7 Active FI's)
  - Phase 2: Additional Digital Wallet and Govt Pmt Use Cases. 97 Billers participating
- **Other Metrics:**
  - Majority of RFP transactions are A2A between Banks and Brokerage Firms (98%)
  - Nov 2nd 2024: Surpassed 1 Million RFP's in one Day
  - 70% respond with Payment, 25% left to expire, and 5% Rejected
  - Billers must educate recipients (Majority of RFPs appear in BillPay or Transfer sections of Online Banking on the receive side)

# RFP Offers a Better Experience

**RFP is an alternative to the direct debit models offered with ACH and cards and can replace paper and cash payments with a digital experience.**

- Request for Payment (RFP) is a value-added message available on the FedNow and RTP real-time payment networks
- An RFP message is a **bill** which enables billers to send billing information directly to payers at their financial institution
- Financial institutions must present these bills through online banking portals, mobile apps and treasury management portals so the payer can view and pay the bill
- RFP can reduce manual processes and operational overhead for corporate customers
- In addition to the RFP message, there is a remittance message, which contains much needed billing and reconciliation information that business and corporate customers must exchange to manage their bill paying processes
- A bank's treasury management application can receive both RFP and remittance message for presentment to a corporate treasury management customer to review and pay

# Current State of Bank Bill Pay

Bank bill pay is **NOT** the preferred choice for payers

- Consumers go to billers' sites for more payment options and methods
- B2B use vendor/supplier networks where both biller and payer must be on the same network to leverage or still use paper and electronic processes

Consumers and businesses ideally would pay bills through their bank and bank accounts

- Provides direct access to banking information and funds availability

# Bill Payment Trends & Insights



## Generational Preferences & Mail Decline

- **Only 8%** of auto loan recurring payments are made by mail
- **6.9%** of other loan recurring payments are via mail
- **Traditional** payment methods are declining and younger generations prefer digital and mobile-friendly payment options



## Payment Methods

- **75.9%** of auto loan recurring payments are made via ACH
- **82.9%** of other loan recurring payments use ACH
- **Credit and debit cards** are widely used, especially by younger generations
- **Mobile-friendly** and card payment options are increasingly important

Source: Datos Insights, October 2023  
*How Americans Pay Their Bills: Sizing Bill Pay Channels and Methods, 2023 Edition*

## Current RFP Adoption is Low

- Banks that are sending and receiving RFP – limited use cases/POC's
  - Bank of America
  - BNY Mellon
  - Citibank
  - Fifth Third
  - J.P. Morgan
  - PNC Bank
  - U.S. Bank
  - Veridian Credit Union
  - Wells Fargo
- Others are certified, but there is a big difference between being certified and having a full suite of RFP, bill presentment and payment capabilities, including remittance data



# What's needed to grow RFP?

## ■ A standardized end to end customer experience which includes:

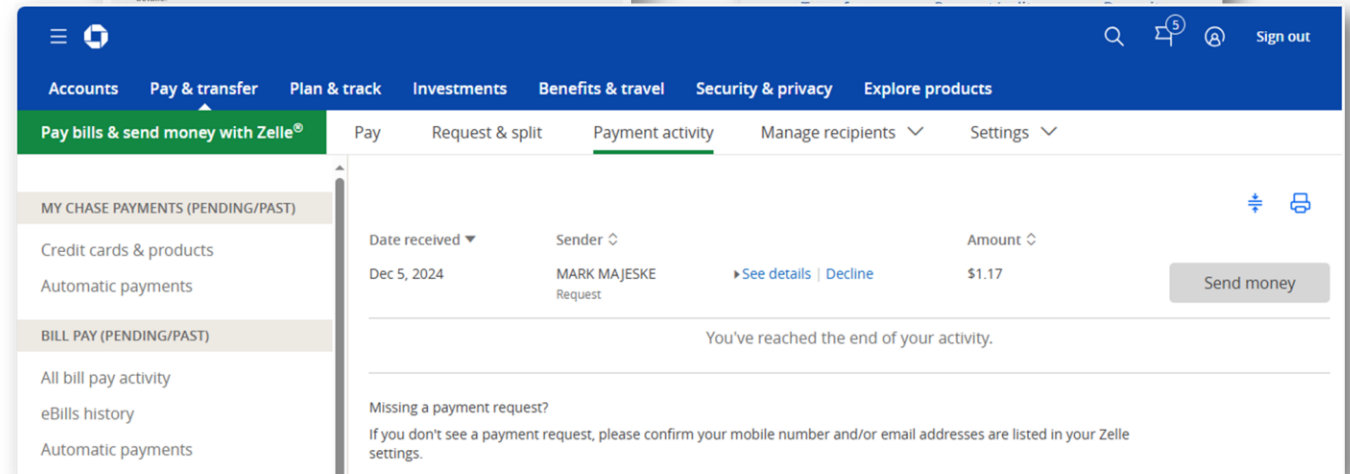
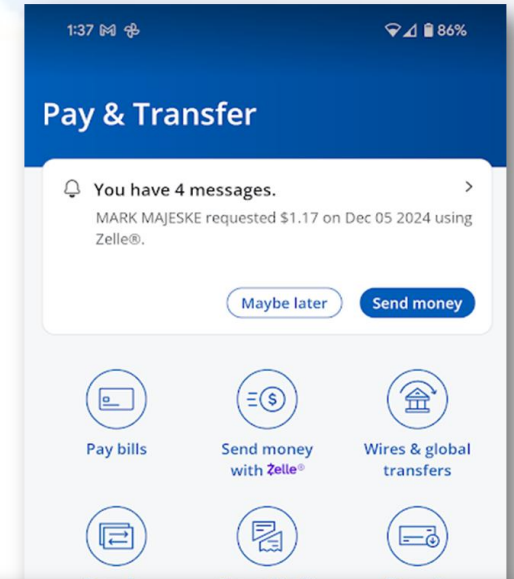
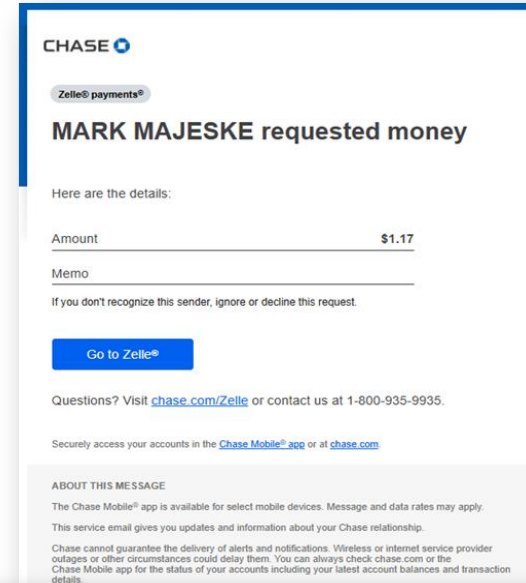
- How the recipient of the RFP will view the request?
- How will the recipient acknowledge and question the request if necessary?
- How the recipient will submit a payment in response to the RFP?
- How will the recipient schedule the response if they choose not to pay immediately (Net 30)?
- What options does the recipient have if they don't care to respond via RTP with payment?

# RFP in Action



# Members Are Already Familiar with RFP...

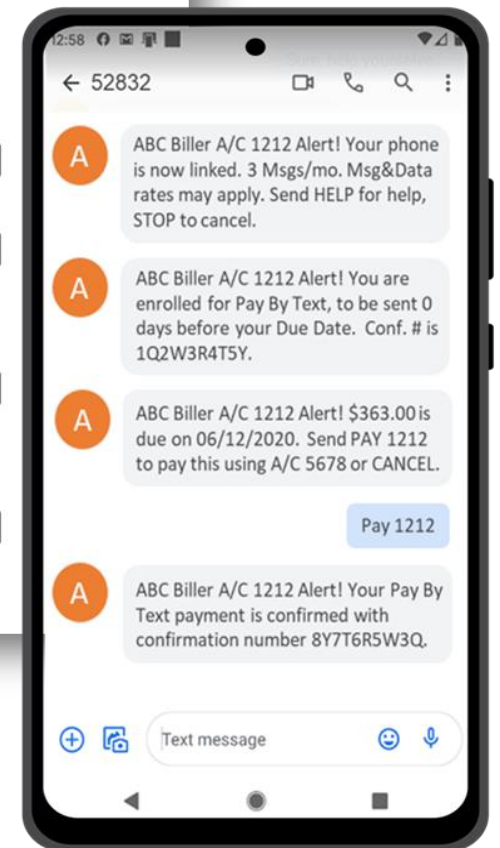
- Some members will already be familiar with Requests for Payment
- For example, users of Zelle can send and receive Requests for Payments against the bank account linked to their Alias
- This also applies to users of PayPal, Venmo, Cash App and other P2P services
- In the transaction shown, I received 3 alerts:
  - Email
  - Text
  - Chase App
- I could then Decline or Approve (Send Money)
- It will be interesting to see if Credit Unions & Banks adopt the exact same model as Zelle for RFP is rolled out more widely



# Members Are Already Familiar with RFP...

- In addition to P2P payments, members may also understand the RFP as part of other 2-step payments
- For example, our Pay By Text service has a similar structure to an RFP
- This acts as a 3rd type of payment between making a payment manually each month and fully automated recurring payments
- Members set when they want to receive the alert, how they want to pay, and the billed amount they want to pay
- This creates a Standing Authorization
- They then receive a Pay By Text alert and can approve the payment by replying to the text message
- In theory, this approval model could be adopted by CU's and Banks to approve RFP

The screenshot shows a web form titled "Setup Pay By text". At the top, it says "Your account details are shown below. Please enter details of how you want to setup Pay By Text, and then select Continue to proceed." Below this is a progress bar with three steps: "Setup Pay By text" (current), "Review", and "Thank You". The form is divided into several sections: "Retrieved Account Details" showing "Account Number: xxx8455"; "Where & When Do You Want to Receive Alerts?" with a "Cell Phone Number" field (placeholder: xxx-xxx-xxxx) and a "Verify" button, and a "Choose Number of Days before Due Date" dropdown menu; "Funding Source Details" with a "Payment Method" dropdown menu; and "Payment Amount" with a "Choose a Payment Option" dropdown menu. A "Continue" button is at the bottom.



# Members Are Already Familiar with RFP...

- A third variation of RFP like payments are where a Member receives a Bill Due Reminder containing a link to make a seamless payment
- Our CSR on demand Bill Notification function is an example of this
- This allows a CSR to send an email or text request payment of billed amount including a customer message
- A Magic Link is included in the message, which auto-authenticates the customer to make a payment
- They can then make a payment with just a few clicks

The image displays two overlapping screenshots of the Alacriti system interface. The background screenshot shows a 'Customer Overview' page for 'STUART M BAIN', including fields for email, phone, and account status, along with a table of 'Current Billing' items. The foreground screenshot shows the 'Send Bill Notification' modal, which allows a CSR to select the notification method (Email or Text), payment amount, and expiration date. Below this, the 'Enter Payment' flow is shown, including account details, funding source selection, and payment amount entry.

**Send Bill Notification Modal:**

- Send Notification To: STUART M BAIN
- Send Email Notification: ☒ STUART.BAIN@ALACRITI.COM
- Send Text Notification: ☐ 9086500548
- Select Payment Amount: Current Balance(\$1,799.00)
- Notification Expiration: Notification Expires
- Expiry Date & Time: 10/29/2024 11:59 PM
- Send Standard Message: No Customer Message
- Send Custom Message: (optional)

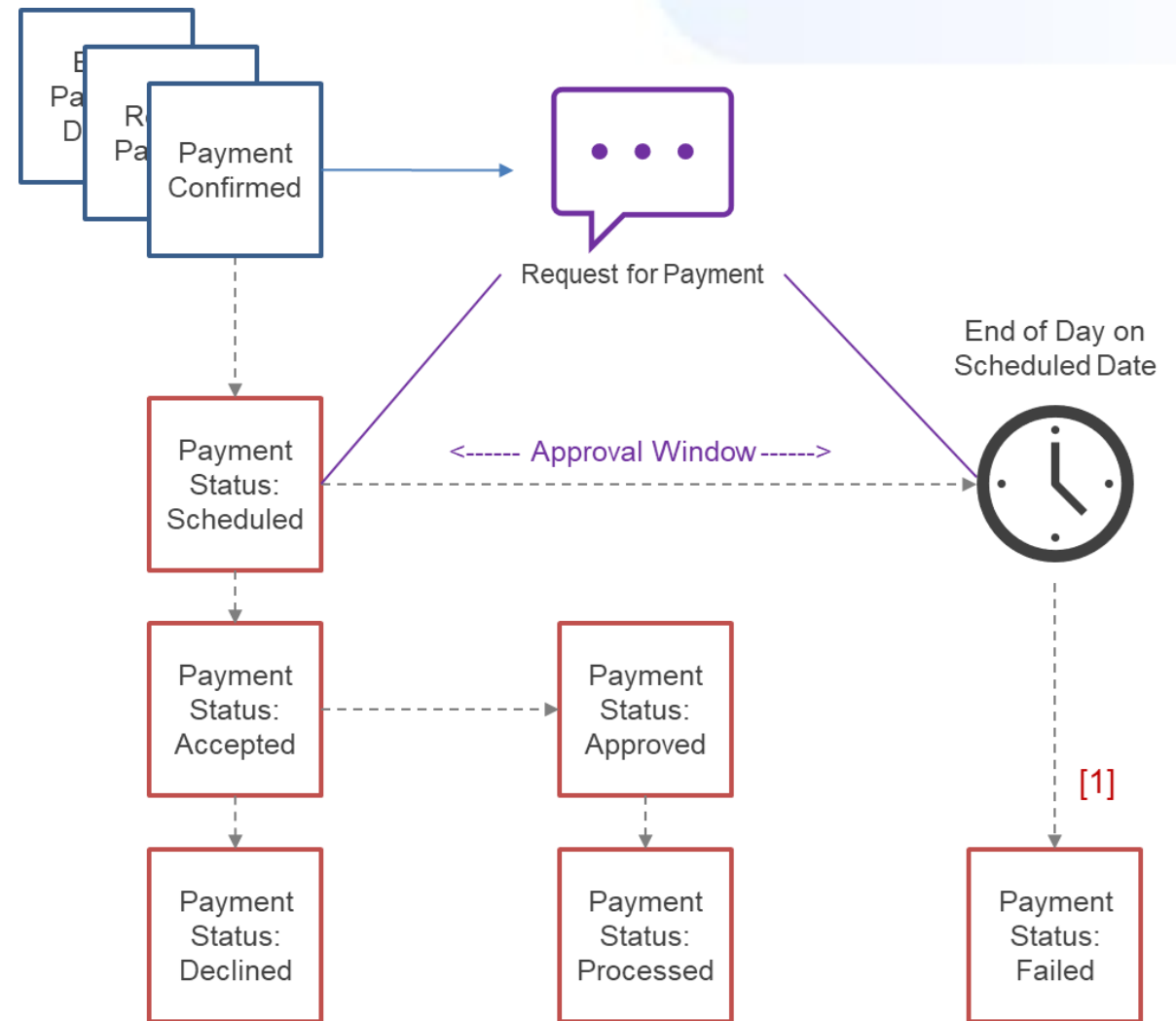
**Enter Payment Flow:**

- Retrieved Account Details:
  - Account Number: xxx2042
  - Name On Account: Paul Gutierrez
  - Phone Number: 470-954-1233
  - Email Address: STUART.BAIN@ALACRITI.COM
- Funding Source Details:
  - Payment Method: Michele Bendy, Checking ending in 2233
- Payment Due Date:
  - Due Date: 12/26/2024
- Payment Date:
  - 12/06/2024
- Payment Amount:
  - Payment Amount (Optional): \$363.00 (Current Statement Balance Amount)



# So, What Would an RFP Payment Flow Look Like?

- For an on demand RFP Payment, the initiation would be the same as any other payment:
  - Enter > Review > Confirmed
  - Between Review & Confirmed, the RFP will be sent to the receiving bank, and could be rejected
- If accepted, the payment will be Confirmed, and the Member will need to be given messaging about what to do next
- There will then be an Approval Window, as it will be possible to set an Expiration Date & Time within each RFP – the Member can do 3 things:
  - They can Decline the RFP, and a real time response will be sent back
  - They can Approve the RFP a Credit Transfer will be generated and sent back
  - They can do Nothing, the RFP will expire and be set to a Failed status



# Poll Questions

# What's Next for RFP



# Use Cases for RFP

Americans wrote slightly less than **1.9 billion checks** to pay their bills in 2023. Many of those payments can be replaced with real-time payments. Two use cases stand out as opportunities to use RFPs which result in a real-time payment to the biller instead of a paper check.

## RFP can reduce check fraud

- B2B payers are heavily dependent on paper checks
- Corporate check issuers continue to have their funds stolen by fraudster who can circumvent positive pay and other check fraud prevention schemes
- It can take months for corporates to recover funds
- An RFP sent from one corporate biller to another corporate payer, can prevent loss of funds and provides better cash forecasting and management for both companies

## RFP can replace paper bills and checks

- RFP is an alternative to autopay using direct debits via ACH and cards
- By sending an RFP directly to payers who are not enrolled in autopay, a biller can save on sending paper bills and receiving paper checks
- The biller has better visibility to when the payment will be received and the payer controls when funds are taken from their account

# Benefits for FIs to Invest in Instant Payments and RFP

Benefit	Opportunity
Capitalize on a new product offering	FIs can charge businesses to send and receive RFP, remittance and informational messages as well as charging to receive incoming instant payments
Drive biller and payer customer satisfaction	Enables billing and payments for SMBs and other underserved markets
Be a market leader	A retail and commercial bank can provide both sides of the bill payment workflow



# RFP Is a Faster & Safer Way To Fund New Accounts

- **Problem:** Prompt funding of newly opened accounts for brand new Members is one of the riskiest transactions you can process, but is necessary, as accounts not funded promptly never get funded. Two issues:
  - ACH Funding is cheap, but funds are not good funds and are not irrevocable
  - Card Funding is expensive and operates on good funds model, but are not irrevocable
- **Result:** You have to make use of expensive/intrusive account ownership verification, and even then you may have to implement holds on funds within the newly opened accounts.
- **Solution:** If the bank account entered to be used for funding supports RFP, initiate an RFP once the account is opened. The Member can then approve the RFP and you end up with guaranteed irrevocable funds, which you can immediately make available in the newly opened account.
- **Market Effect:** Severely reduced fraud risk and new accounts can now be funded 24/7/365 without funds holds offering an overall better Member experience.

# RFP Is a Better Way to Fund Car Purchases on Weekends

- **Problem:** Car Dealers still rely on Cashier's Checks as part of car purchases as they offer guaranteed funds. There are some problems with this model:
  - Final purchase price may not be known, so checks cannot be created ahead of time
  - For purchases at weekends, your branches may not be open for a Member to obtain a check
- **Result:** Dealers may accept cards for payment, but only up to a certain amount—or—they assess a surcharge, adding greatly onto the cost of purchase. If they don't, the purchase may be delayed until the next business day when the Member can obtain a check for the correct amount.
- **Solution:** Once the purchase price is finalized, the Member supplies their bank account details and the dealer submits an RFP. The Member can then approve the RFP immediately and the dealer has their guaranteed funds.
- **Market Effect:** Car purchases can now be completed at weekends (or 24\*7 if online) without the Member incurring additional costs of the dealer assesses a surcharge on card payments.

# RFP Is a Safer Way to Accept Payments on Delinquent Auto Loans

- **Problem:** For Auto Loans that have become delinquent or are in collections, accepting payments from bank accounts via ACH to avoid repossession comes with the risk that the Member can continue to use the car and may wreck it before the ACH is returned.
- **Result:** You may decide to only accept payments from cards on delinquent accounts, which increases the cost to you, but there is still the risk the payment may be disputed later. Going for early repossession results in additional costs, especially if the Member subsequently comes up with the funds to become current again.
- **Solution:** By utilizing RFP to fund the payment on the delinquent account, you know that the funds are guaranteed, irrevocable and cost less than processing a card payment.
- **Market Effect:** Your Value at Risk is eliminated for delinquent loans paid by RFP allowing you to focus on those higher risk loans where RFP is not an option. You also have options to switch between ACH and RFP using the same bank account.

# RFP Is a Safer Way To Close On a Property 24/7

- **Problem:** The real estate industry (Title Companies) have been experiencing a high level of Man in the middle fraud during real estate transactions. Buyers are asked to wire funds to a specified DDA and the fraudster sends a new email with another DDA account. Buyer sends the funds to the fraudster instead of the Title company.
- **Result:** Title companies are no longer accepting Wires for real estate transactions and are asking for Certified Checks instead (Nothing more fraudulent than Checks).
- **Solution:** While at the closing, the Title company issues an RFP to the Buyer for funds owed. Buyer receives the RFP on their mobile device and remits the funds directly to the Title company in seconds 24/7.
- **Market Effect:** Severely reduced fraud risk and Real Estate transactions can now be conducted 24/7/365 offering an overall better Buyer Experience.

# Strategic Benefits for Credit Unions





# Key Benefits of RFP for Credit Unions

- **24\*7 Instant Payments:** Offer round the clock payment options typically limited the branch hours and/or business days—for example, drawdown of pre-approved auto loan funds.
- **Better Risk Management:** The Good Funds and irrevocable nature of RFP eliminates the risk associated with ACH Payments—even for bank accounts where ownership has been verified—which is key when processing high risk transactions, for example accounts in collections.
- **Reduce Processing Costs:** For higher value transactions—like account funding—the cost of an RFP will be a lot lower than the equivalent cost for a card funded payment.

# Q&A.

## Questions:

[marketing@alacriti.com](mailto:marketing@alacriti.com)

## Book a Demo:

[alacriti.com/demo](https://alacriti.com/demo)

## Website:

[alacriti.com](https://alacriti.com)



Orbipay  
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Payouts

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EBPP

Unified  
Money  
Movement

## Thank You

