



Check fraud continues to be the most prominent form of payment fraud in America.¹ As criminals have evolved their methods, we've taken the steps to ensure the continued security of these business payments and help reduce risk within the check payments stream. Built on a foundation of security, the Deluxe Payment Exchange features a traceable pedigree along with never-before-seen security measures to virtually eliminate the chance of fraud.

¹2019 AFP Payments Fraud and Control Survey.

Q. Is an eCheck from the Deluxe Payment Exchange still a check?

A. Yes. eChecks from the Deluxe Payment Exchange can be used wherever and whenever checks are accepted: once printed, the Check contains the same elements as a regular paper check, including routing number, account number, signature, check amount, payee name and check number. As with traditional paper checks, eChecks also require authorization, but instead of signing with a pen, an on-screen pop-up box is used, authorizing the eCheck to be delivered to the payee.

Q. How does the security of an eCheck compare to a traditional paper check?

A. The eCheck compares very favorably:

- While the typical paper check is touched by eight people from issuance to cashing, an eCheck is touched by only two, the payor and payee — that's six fewer interception points where fraud can be perpetrated.
- Every eCheck can be verified for authenticity.
- As soon as an eCheck is issued, an email notification is sent to the intended recipient; the entire transaction consists of a payor creating an eCheck and a payee receiving it.

Q. How does the Deluxe Payment Exchange verify authorized account access during the initial setup?

A. Before eChecks can be sent, the user (business) must prove that they have access to the business checking account. One way this is done is by issuance of a small, micro deposit into a checking account (no eCheck may be written until the user can verify the amount of that deposit by accessing their account under the rules established by their financial institution).

Q. What does verifying an eCheck do?

A. Verifying an eCheck simply helps the bank of first deposit to catch potential check fraud (alteration or counterfeiting). The verification service (<https://echecks.com/verify>) confirms that the eCheck has not been altered since it was created, specifically, that the amount, payee name, routing and account numbers have not been altered after issuance. (Please note that this process does not guarantee the availability of funds.) Verification of the eCheck is optional and is not required to process the eCheck.

Q. How does the Deluxe Payment Exchange prevent someone from writing an invalid check?

A. The Deluxe Payment Exchange confirms that a user has administrative access to a checking account before allowing checks to be written. This ensures that an account-holder must gain entry to the account using the bank or credit union's criteria for access. (However, it does not guarantee that the account has sufficient funds to cover the payment.)

Q. How is the Deluxe Payment Exchange secure, and what is the fraud prevention platform?

A. The Deluxe Payment Exchange is built on a patented fraud-prevention platform using trusted timestamps to ensure the eCheck has not been altered since it was created. This platform provides the ability to verify all eChecks created on the system, including the check number, payee name, and the amount of the eCheck.



Q. Does any information on the Deluxe Payment Exchange live or stay “in the cloud”?

A. The Deluxe Payment Exchange software-as-a-service is deployed using best practices for high availability and security. While the actual software is freely accessible via the Internet, our servers are held in a secure, camera-monitored environment behind closed doors. By employing an intricate system of checks and balances, we also control who can access our records. By regularly undergoing rigorous security audits, we are able to ensure that our systems and processes exceed the standards that our customers expect.

Q. Are you a third party processor /sender?

A. No. The Deluxe Payment Exchange is a payment enablement system that allows for payments to be sent and received, but has no part in cashing or holding funds.

Q. Are payee email addresses stored on the Deluxe Payment Exchange?

A. A customer provides the email addresses of payees to which they wish to send eChecks. The payee's email address is stored as part of that transaction. Protecting customers' privacy is a top priority when storing such information. Throughout the system, best security practices are used and reasonable measures are taken that correspond to the privacy policy to protect customer information.

Q. What if an email address is shared by two or more people?

A. When an eCheck is issued, an email notification is sent to the specified payment email address. If the receiver is not an a Deluxe Payment Exchange user, anyone with access to that email address will be able to view that eCheck. If the payee is a Deluxe Payment Exchange subscriber, only a system user who knows the account log-in information will be able to access the Virtual Lockbox to view the eCheck. Simply having access to email is never sufficient access to use the system to issue an eCheck. Only users with correct log-in information can issue eChecks from within the Deluxe Payment Exchange platform.

Q. What happens if an eCheck notification is sent to the wrong email address?

A. Just as a traditional paper check sent to the wrong mailing address would not be negotiable by the recipient's postal address alone, a person that receives an electronic check payment sent to the wrong address cannot legally deposit or cash that check. In order for an unintended recipient to attempt to cash an eCheck, they would have to change the payee name on the check. Changing the payee name on a check is a felony.

Q. Are the emails encrypted?

A. No. The emails are not encrypted because they provide notification to participating parties only, and do not contain banking or other financial information.

Q. What happens to the email notification after the eCheck appears and is printed or deposited?

A. The notification email stays in your inbox unless you delete it. However, the link to print the eCheck may only be accessed once. After an eCheck has been printed, it will be listed as “Retrieved” and may no longer be opened. If the recipient is an a Deluxe Payment Exchange account-holder, the eCheck is moved to the Lockbox History area.

Q. Can an eCheck be sent to more than one email address?

A. A specific eCheck can only be sent to one email address. Putting more than one email address in the email address field will result in the eCheck not being sent to the recipient.



Q. What happens if an eCheck notification is forwarded?

A. The link in a notification email is only available for one-time access to the eCheck. Each eCheck is made out to a specific payee so the risk in forwarding a notification is small. However, if you need to forward a notification to another email address, the link will work once, regardless of which address you use. A customer or a payee can sign up for a free Lockbox which sends a payment notification, thereby prompting the recipient to log in to their account to access the eCheck rather than access using an email notification link.

Q. Can you use Positive Pay with eChecks?

A. Customers would upload their check issuance file the same way that they would for paper checks to give them that added level of protection.