FREQUENTLY ASKED QUESTIONS

Instant Payments

An instant payment is a funds transfer sent through one of the real-time payment networks, such as FedNow or RTP. These networks allow participating U.S. financial institutions to move money in seconds, at any time 24/7/365. Once an instant payment is sent, it cannot be reversed by the sender.

What do instant payments mean for me and my business?

- Improved cash flow predictability – your available balance updates in real-time, reducing uncertainty and need for short-term borrowing.
- Fewer reconciliation delays – immediate posting and clear transaction detail help streamline accounts receivables processes.
- 24/7/365 pay receipt capability – funds can arrive and be used outside of traditional business hours, including weekends and holidays
- Final settlement and straight-through processing – instant payments settle fully and cannot be reversed once credited, reducing collection risk relative to other payment rails.
- In rare cases, an instant payment may be delayed or not complete due to network conditions, bank processing rules, or account eligibility. If your company is expecting a payment that has not been posted, please contact Treasury Management Customer Care (TMCC) team at 800-270-2707.

When will funds be available?

As soon as Associated Bank receives and processes the incoming payment, the funds are credited to the account and funds are immediately available, even outside traditional banking hours, weekends and holidays. This means the money is ready for use right away, improving liquidity and access to working capital.

How can I identify instant payments on my accounts?

When an account receives an instant payment, the transaction will appear in the account transaction history with a label of "Instant Payment Received" alongside the sender's name, making it easy to determine which funds were received via real-time payment rails.

Can I receive funds from both FedNow and RTP?

Yes, Associated Bank participates in both networks, your account can receive credits from senders on the FedNow or RTP network.

When will I be able to send an instant payment in Associated Connect®?

Clients using Associated Connect will be able to send instant payments soon. We are working through implementation details and will share more information shortly.

Who can send an instant payment to my account?

Instant payments are initiated by the sender's bank. For your account to receive an instant payment, the sender must bank with a financial institution that supports the capability to send real-time payments. The sender may be another business, an individual, a payment originator or another financial institution.

When can I receive rich ISO messages with invoice and addenda data?

Clients using Associated Connect will be able to send instant payments soon. We are working through implementation details and will share more information shortly.

Why are instant payments irrevocable?

Irrevocability ensures the recipient can rely on the payment as immediate and final, eliminating the risk of returns or reversals.

How can I tell who sent the instant payment?

The sender's name, whether an individual or a business, will appear in the transaction description. Please note, certain special characters (such as dollar signs or dashes) may not be displayed.

Are all transfer types (ACH, wire, etc.) now instant?
No. Not all payment types are instant. ACH and wires continue to follow their normal processing timelines.

Can all account types receive instant payments and are there any limitations?
All eligible accounts can receive instant payments, but the account must be in good standing to qualify.

Can my account also be debited instantly?
Instant payment services are currently designed for receiving funds. Associated Bank plans to support outbound instant payments and "Request for Payment" soon.

Do I need to take any action to enroll or opt in to receive an instant payment?
No, if you have an eligible account, you are automatically enabled to receive instant payments.

Are both business and personal accounts eligible?
Yes, both business and personal accounts may be eligible, depending on account type.

Are funds immediately available upon receipt?
Yes. Funds received via instant payments are typically available within seconds, subject to fraud review or account restrictions

What should I do if I receive an unexpected or suspicious payment?
If you receive a payment you do not recognize, do not return or transfer the funds immediately. Contact TMCC at 1-800-270-2707 and monitor your account for any unusual activity. Instant payments are generally final and cannot be reversed, so it's important to report concerns quickly.

Contact information If you have any questions regarding instant payment processing, please reach out to your Associated Bank relationship team or our TMCC team at 800-270-2707.