PROMO FUNDS TRANSFER FAQS



COMING JANUARY 2024

New features below will be coming soon. Be sure to check your email and the OCConnect™ Resource Center for the official go live date. If you're not receiving PADP emails, please be sure to add your email and opt into text via the Settings > My Profile page on OCConnect.

FREQUENTLY ASKED QUESTIONS

1. Why did Owens Corning make this change?

As the industry shifts in the gift card market, the use of plastic reloadable cards is becoming less secure and obsolete. To support PADP members, in partnership with Bank of America, the promo funds transfer options provide a more secure, flexible, and efficient opportunity to leverage promo funds with your existing checking or savings bank account or debit cards.

2. What are the Owens Corning Promo Funds Transfer options?

Owens Corning has partnered with Bank of America to offer two new ways for you to leverage your promo funding in a more secure way. The two options include transfer right to your U.S. based bank account or transfer to your own personal U.S. based Visa® or Mastercard® debit card.

3. Where do I find the Promo Funds Transfer options once this goes live in January 2024?

- Log in to the OCConnect™ Resource Center via www.owenscorning.com/connect.
- Select Total Rewards on the left side navigation.
- Select the Promo Funds Transfers page.

4. Who has access to transfer funds?

Only Owners and Location Managers in OCConnect have access to spend promo funds.

5. Is there a minimum amount I must transfer?

There must be at least $10 in promo funds available to initiate a transfer request.

6. Is there a maximum I can transfer?

To transfer to your checking or savings bank account:

- Transfer limit is $999,999.99 per transaction.
- 3% per transfer fee.
- Must be to a U.S. based checking or savings account.

To transfer using the pay to card:

- Transfer is $50,000 total daily.
- Can be divided in multiple transactions within a 24 hour period totaling up to $50,000.
- A 24 hour period starts from the initial transfer request.
- Must be a U.S. based Visa or Mastercard debit card associated with a U.S. based bank account.

7. Is there a fee to transfer funds?

There is a 3% transaction fee for both promo funds transfer options.

8. Does Owens Corning 1099 these requests?

No. Owens Corning will not submit a 1099 for transfers.

9. What's the process to use the Promo Funds Transfer options?

1. The transfer will be initiated in OCConnect.
2. Funds will be sent from OCConnect to the Bank of America Recipient Select Portal within 24 hours.
3. You will receive an email when your transfer is ready.
4. Login to the Bank of America Recipient Select Transfer Portal within 5 days.
5. If this is your first time initiating a transfer, you will need to setup your account.
6. Select Pay to Card or Transfer to Bank to accept the payment upon receipt of the email.
7. Funds will be disbursed within 30 minutes after accepted in the Bank of America transfer portal or 1-3 business days depending on the transfer option selected.

10. What is the Bank of America Recipient Select Transfer Portal?

The Bank of America Recipient Select Transfer Portal is a secure independent portal to accept payments from OCConnect and use towards a transfer to your bank account or pay to your Visa or Mastercard debit card. You can track payment history as well as change payment methods within the Bank of America Transfer portal. The Bank of America Transfer portal is independent of OCConnect. Information in the Bank of America Transfer portal and does not feed back to OCConnect.

11. Do I need to register for the Bank of America Transfer portal?

Yes. When you complete your first transfer in OCConnect, you will receive an email notification with a link to the Bank of America Recipient Select Transfer portal. You will need to register in the transfer portal by creating an account with basic personal information and preferred payment details. Personal information may include date of birth, address, and phone number. Your OCConnect email address will be the default username. The Bank of America Transfer Portal does require a one-time ID verification for security compliance. You do not need to register a new account each time you transfer promo funds from OCConnect. It is a one-time registration and account setup in the Recepient Select Transfer Portal.

12. Can I use my OCConnect username and password to sign up for the Bank of America Transfer Portal?

Yes. Your email address in OCConnect will be the default username email for the Bank of America Recipient Select Transfer Portal. You will receive an email to create your transfer portal account when you submit your first transfer request. You must create your own unique password for this portal.

13. What if my country is not listed as an option for Country of Residence?

Both transfer options, Pay to Card and Transfer to Bank are for U.S. based accounts only.

14. Why do I have to provide my date of birth?

Date of birth is collected to help verify your identity and eligibility to interact with the Bank of America Recipient Select Transfer Portal. Users under the age of 18 are not eligible to create a profile and collect payments through this platform.

15. How do I setup my payment information in the Bank of America Recipient Select Transfer Portal?

- When you complete your first transfer in OCConnect, you will receive an email notification with a link to the Bank of America Transfer Portal. You will need to register in the Bank of America Transfer Portal by creating an account and completing the user verification steps.
- Once complete you can add your preferred payment type choosing either Bank Transfer or Your Debit Card. Follow the prompts to enter your respective payment details.
- You do have the option of adding another payment method if you choose to leverage both Bank Transfer and Your Debit Card.

16. Can I select a default payment type?

Yes. In the Bank of America Recipient Select Transfer Portal, there is a star icon next to the payment method. Select the star next to your preferred payment type to set as the default. This allows any future payments to be automatically routed through that payment method without you logging into the Bank of America Transfer portal.

17. Can I switch my preferred payment method?

Each time you initiate a payment in the Bank of America Recipient Select Transfer Portal, you can select which payment method you will use to receive the payment. To update which payment method is saved as your preferred payment method, click the star to the left-hand side of your preferred payment method on the “My Profile” page. The star that is displayed as filled in indicates which payment method is saved as your preferred payment method. For payments over $50,000 the only payment option available is the Transfer to Bank.

18. Where is the Bank of America Transfer Portal?

The Bank of America Recipient Select Transfer Portal can be accessed in OCConnect on the Promo Funds Transfer page and selecting “Manage an existing transfer.”

19. How long can it take for my Promo Funds Transfer to show in the Bank of America Recipient Select Transfer Portal?

- Please allow up to 24 hours for the transfer from OCConnect to the Bank of America Recipient Select Transfer Portal.
- You will receive an email notification that your transfer is ready for action. Log into the transfer portal using the email username and password you created at the time of registration to accept payment via Pay to Card or Transfer to Bank.
- Once the funding is in the Bank of America Recipient Select Transfer Portal, you will have 5 days to accept and initiate the payment. If the payment is not accepted within 5 days, the transfer is void and the funding is returned to your OCConnect account.
- Log into the Bank of America Recipient Select transfer portal using your OCConnect email address as the default username and password you created at the time of registration to accept payment via Pay to Card or Transfer to Bank.

20. How long can it take for my Promo Fund Transfers to show in my bank account?

Once a payment has been accepted and initiated, for the Transfer to Bank option, funds typically arrive in 1-3 business days.

21. How long can it take for my Promo Fund Transfers to show on my U.S. based Visa or Mastercard?

Once a payment has been accepted and initiated, for the Pay to Card option, funds typically arrive within 30 minutes but may take up to 1-3 days.

22. What happens if I forget to initiate my payment?

If you don't initiate your payment within 5 days, an email will be sent informing you that your request has been cancelled. Your promo funds will be refunded to your OCConnect account within 1-3 business days if your request is cancelled.

23. Who do I contact if my transfer from the Bank of America Transfer Portal isn't showing in my bank account or on my debit card?

Please contact 1-888-715-1000 ext. 20824 to connect with a Bank of America Dedicated Service Advisor.

24. Can I still get an Owens Corning Reloadable Visa card?

As of September 29, 2023, the reloadable Visa card program is no longer available. No Visa cards can be ordered or reloaded. All existing reloadable Visa cards will expire February 1, 2024. Any funding remaining on the plastic reloadable Visa card will be issued as a check from Bank of America the first week of February 2024.

25. What other options does Owens Corning provide to leverage my promo funds?

PADP members can use their promo funds towards reimbursement claim requests, marketing materials and co-branded materials in the OCConnect OC Store.

26. Am I able to set-up autopay for my bills with this?

The Promo Funds Transfer options are to transfer funding to your existing U.S. based checking or savings bank account or U.S. based Visa or Mastercard debit card. You are unable to pay bills or setup auto pay from within the Bank of America Recipient Select Transfer Portal. Please connect with your banking institution for assistance on auto-bill pay options.

27. If I need to change my account, how do I do this? How long does it take for the change to take place?

- The Bank of America Recipient Select Transfer Portal is independent of OCConnect. You can make changes to your Bank of America Transfer portal information within the portal. All OCConnect changes will need to be made within OCConnect under the Settings page or by calling 1-866-776-3375.
- To update your information for PADP, please visit www.owenscorning.com/occonnect or contact 1-866-776-3375.
- To update your information in the Bank of America Recipient Select portal, while logged into the transfer portal, in the top right select the My Profile option.
- Your email address for OCConnect and the Bank of America Recipient Select Transfer Portal must match to accept transfers.

28. Can I transfer funding to my Owens Corning Reloadable Visa card provided by Bank of America?

- As of October 1, 2023, any promo fund transfers must be to your U.S. based bank account or U.S. bank-based Visa or Mastercard debit card.
- As of September 29, 2023, the reloadable Visa card option is no longer available.
- The Owens Corning Reloadable Visa card will not accept promo fund transfers through the Bank of America Transfer Portal.
- All Owens Corning Reloadable Visa Gift cards will expire February 01, 2024.

Pub. No. 10026855-A
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