



ACH Authorization Instructions

This document provides an overall view of ACH transactions and outlines the steps required to set up ACH instructions with NHPDIP for your use.

It's Easy: You can direct the NHPDIP Client Services Group to move funds to or from your NHPDIP account, utilizing the Automated Clearing House (ACH) system. An ACH request only requires one communication to the NHPDIP Client Services Group. In comparison, sending a Fed Wire to NHPDIP requires you to contact both your local bank to initiate the Fed Wire and to contact the NHPDIP Client Services Group to receive proper investment credit.

It's Cost Effective: ACH transactions are generally less expensive than wires, sometimes only a few cents versus a few dollars for a wire.

• How to set up a local bank account for ACH Purchases and ACH Redemptions through NHPDIP:

You must pre-authorize NHPDIP to process ACH transactions against your specific local bank account. To pre-authorize NHPDIP, do the following:

1. Complete and forward the *ACH Setup Instructions* Form to the NHPDIP Client Services Group via fax at 1-888-535-0120.
2. Notify your local bank that NHPDIP will be debiting or crediting your account. If your account has an ACH filter on it, you will need to provide an authorization letter to your local bank.

• The difference between ACH Purchase and ACH Redemption:

- ACH Purchase: the NHPDIP Client Services Group will move funds **from** your local bank account **to** your NHPDIP account.
- ACH Redemption: the NHPDIP Client Services Group will move funds **from** your NHPDIP account **to** your local bank account.

• How to initiate an ACH Purchase or ACH Redemption:

1. Online:
 - Go to www.nhpdip.com and select Account Access.
 - Log in using your EON user ID and password.
 - Select TRANSACTIONS, then select INITIATE ACH PURCHASE or select INITIATE ACH REDEMPTION, then select from your list of pre-authorized ACH banking instructions.
2. By phone:
 - Call the NHPDIP Client Services Group at 1-844-464-7347 and request an ACH Purchase or ACH Redemption.
3. By fax:
 - Complete the appropriate section of the *Transaction Request* form found on www.nhpdip.com and fax the form to the NHPDIP Client Services Group at 1-888-535-0120.

• When will the funds be in my local bank account or in my NHPDIP account?

- Requests for ACH Purchases or ACH Redemptions made by phone, fax or online before 4:00 P.M. Eastern Time will be available the morning of the next business day.
- Requests made after 4:00 P.M. Eastern Time will be processed the next business day and will be available the morning of the second business day.
- You may also schedule your ACH Purchase or ACH Redemption for a date up to a year in the future by requesting the desired effective date of the funds movement.