### Link and Edit Your Bank Account

We require a transactional bank account that allows Square to credit and debit money in the case of refunds or chargebacks. Square must be able to transfer and withdraw from your account. We don’t support prepaid cards or online-only accounts (such as PayPal). Since all payments you accept will be processed in CAD, you must link a Canadian bank account that operates in Canadian currency.

You can accept payments before linking a bank account. Any money you accept will remain in your Square balance until your bank account has been added and verified. Once verification completes, transfers will be sent to your account according to our standard transfer schedule.

Note: It can take up to 4 business days for the bank verification process to complete.

Add Your Bank Account Online

Sign in to Account & Settings> Bank Accounts > Add Bank Account.

Enter your transit number and account number and select the appropriate institution number. This information is usually listed at the bottom of your cheques.

Click Verify Account.

Add Your Bank Account In App

Tap More from the navigation bar at the bottom of your screen. Then tap Settings > Account > Bank Account.

Tap Add Bank Account and enter your transit number, account number and appropriate institution number, which is usually listed at the bottom of your bills.

Tap Continue.

Check Your Bank Verification Status

Once you’ve entered your bank information, Square will send and debit a small amount to and from your account (resulting in no difference to your balance). This is not a charge, but simply Square sending a verification transfer to confirm we can both send and retrieve money in case of refunds.

The entire bank verification process can take up to 4 business days, and we’re unable to expedite the process at this time. To check your bank verification status, visit your online [Square Dashboard](https://squareup.com/dashboard/business/bank-account).

If you receive an email confirming your bank account has been verified, transfers will be sent to your account automatically with no additional action needed from you.

If you receive an email stating your bank verification is pending, you’ll need to wait up to 4 business days for the verification to complete – weekends and holidays excluded. During this pending period, you can continue to take payments. Money will remain in your Square balance until your account is verified.

## Help Line

## The help line for Square is 855-809-9000. It is open Monday-Friday from 6:00 AM - 6:00 PM PDT. You will need your Square Customer Code (account number) for the call.