



Please note that the READYSAVE 529 app is currently only available for PA 529 Investment Plan accounts.

## Frequently Asked Questions

### Account Access

Do I need to be web registered to access my account through the READYSAVE 529 app?  
Yes, you need to be web registered to access the mobile app.

Can I have a joint owner on the READYSAVE 529 app?  
No, only one person owns the account.

Can multiple people sign in to the READYSAVE 529 app?  
Only one person can sign in at a time on one device. An account owner can sign into the same account across multiple devices (e.g. an account owner has an iPhone and an iPad).

If I have multiple accounts with different plans, can I access them through the READYSAVE 529 app?

We are rolling out plan support on mobile as quickly as possible. If both of your plans are mobile supported, then yes you can access both plans from the mobile app. You would logout or select the Choose Another Plan option then log back in with your other plan credentials.

Is it possible to cancel or close my account through the READYSAVE 529 app?  
No. We are constantly evaluating new features and plan to add more functionality to the mobile app in 2021.

### Transactions

Can I contribute through the READYSAVE 529 app?  
Yes, you can make a one time or recurring contribution through the mobile app.

Can I make a single contribution for multiple beneficiaries through the READYSAVE 529 app?  
Yes, you can make a single contribution for multiple beneficiaries.

Can I access my bank information through the READYSAVE 529 app?  
Yes, bank information can be found under Profile – Funding Information. You can add a new bank via the mobile app as well from within the Profile module or within the Contribution module.

Can I transfer my account to someone else through the READYSAVE 529 app?  
No. Paperwork is required to change ownership.

I have an account in another state's 529 plan. Can I transfer assets between the accounts through the READYSAVE 529 app?

No, paperwork is required to process a rollover.



## Profile

Can I view my personal information on the READYSAVE 529 app?

Yes, some personal information is viewable on the mobile app and more personal details will be accessible in 2021.

Can I edit or make change to my personal information on the READYSAVE 529 app?

Yes, account owners are able to edit information using the READYSAVE 529 app. We are constantly evaluating new features and plan to add more functionality to the mobile app in 2021.

If I legally change my name, can I update it through the READYSAVE 529 app?

No, paperwork is required to change your name.

## Security

If I lose my phone or replace it, can I download the READYSAVE 529 app to access my account(s) again?

Yes.

What kind of web security does READYSAVE 529 app offer?

READYSAVE 529 app uses Secure Socket Layer (SSL) technology that encrypts information you provide to Ascensus. The SSL technology ensures information is secure in transit and prevents it from being redirected to an unauthorized third party.

If I use Fingerprint or Face ID to get into my phone, does READYSAVE 529 app have the same capabilities?

Yes, fingerprint and face ID biometrics are available through the mobile app.

If I use Fingerprint or Face ID to get into my phone and initially, I didn't set it for the READYSAVE 529 app, can I do it at a later time?

Yes, you can enable/disable functionality in the Security Settings inside the mobile app.

Does READYSAVE529 use my geolocation data while using the app?

No, we do not

Does READYSAVE529 collect and sell or use my personal data to third party agencies?

No, we do not sell personal data

Will my information be used for any other purpose than accessing my 529 account?

No

If I clear my trusted devices on the security page on the web, will that clear my access for mobile device?

Yes