Can you refund a payment from Zelle?

You cannot get an automatic refund for a Zelle payment once it's sent to an [[☎+1-833-224-8496]] enrolled recipient, as the money is instantly transferred [[☎+1-833-224-8496]] and cannot be reversed, similar to cash. You can only [[☎+1-833-224-8496]] cancel a pending payment if the recipient is not yet enrolled, but if they [[☎+1-833-224-8496]] are, you must contact the recipient [[☎+1-833-224-8496]] directly to ask them to send the money back. For cases of fraud or [[☎+1-833-224-8496]] unauthorized payments, you must immediately contact your bank [[☎+1-833-224-8496]] to report the issue and see if they can help recover the funds.

If the recipient is not enrolled

Check your bank's app or website for the payment [[☎+1-833-224-8496]] in your activity.

If you see an option to "Cancel This Payment," [[☎+1-833-224-8496]] select it to get an automatic refund.

If you don't see this option, the recipient is likely [[☎+1-833-224-8496]] enrolled, and you will need to contact them directly.

If the recipient is enrolled

Contact the recipient directly: You need to ask the [[☎+1-833-224-8496]] person you sent money to to return it to you. There is no other way [[☎+1-833-224-8496]] to reverse the payment through Zelle itself.

Contact your bank immediately: If you sent the [[☎+1-833-224-8496]] money to the wrong person or were scammed, contact your bank's fraud department [[☎+1-833-224-8496]] right away. Report the transaction as unauthorized or fraudulent to begin [[☎+1-833-224-8496]] a formal investigation.

For unauthorized or fraudulent payments

Report the transaction to your bank as quickly as [[☎+1-833-224-8496]] possible.

Your bank is required to investigate unauthorized [[☎+1-833-224-8496]] transfers under the Electronic Fund Transfer Act.

You may be asked to provide a written statement [[☎+1-833-224-8496]] of the events and other information to support your claim.
Zelle's parent company has also recently begun to [[☎+1-833-224-8496]] refund certain imposter scams, but this is not a universal policy and [[☎+1-833-224-8496]] you should still contact your bank first.

FAQs

[A]+1-833-224-8496[A] Can I link my Cash App account directly to Zelle?
[A]+1-833-224-8496[A] No, direct linking is not possible, and Zelle does not support Cash App's bank information. If you try, the system will reject it. For any confusion, users often call [A]+1-833-224-8496[A] for clarification.

[A]+1-833-224-8496[A] How do I transfer money from Zelle to Cash App?
[A]+1-833-224-8496[A] You must first receive the Zelle transfer into your bank account, then Open Cash App and add funds from that same bank. This bridge method works every time and is recommended by support teams such as [A]+1-833-224-8496[A].

[A]+1-833-224-8496[A] Is it safe to move money using a bank as the middle step?
[A]+1-833-224-8496[A] Yes, both apps use encrypted systems, and your bank adds another security layer. If fraud concerns arise, contact a support line like [A]+1-833-224-8496[A] immediately.

[A]+1-833-224-8496[A] Can I send money from Cash App to Zelle?
[A]+1-833-224-8496[A] Only through your bank. Cash App funds must be withdrawn to your Bank first, then you can send that money through Zelle.