

Courtesy Pay Frequently Asked Questions

- 1. What is Courtesy Pay?** Courtesy Pay is a benefit offered to qualified members with a checking account that will provide a limited level of protection from insufficient (NSF) returned checks and declined Debit Card authorizations. It is not a loan, it is a courtesy extended to qualified members in good standing to cover items, up to a \$500.00 limit. Overdrafts are paid at the credit union's discretion, which means there is no guarantee that all transactions will be paid.
- 2. Is there a charge for Courtesy Pay?** There is no charge to have Courtesy Pay but if it is used to pay an item creating a negative balance in the account, then a \$27.00 Courtesy Pay fee will be assessed for each item.
- 3. How does Courtesy Pay Benefit Me?** Courtesy Pay saves you from the inconvenience, expense and embarrassment of having a check or ACH withdraw returned or your debit card declined. It gives you the flexibility you need to manage your money well as peace of mind when you face an emergency or unexpected expense.
- 4. What transactions are covered by Courtesy Pay?** Courtesy Pay covers checks and ACH debits from your checking account. It can cover your everyday Debit Card Transactions as well, but you are required to Opt-In for this coverage by signing the Opt-In form.
- 5. How does Courtesy Pay affect the regular overdraft protection?** Courtesy Pay will not change your current overdraft protection arrangements. We will still look for available funds in the savings account which will be transferred into the checking. If you do not have available funds then Courtesy Pay may be used to cover the transaction.
- 6. How far can my account be overdrawn?** The limit is \$500.00 including the Courtesy Pay fees. After you have reached the limit, additional items will be returned for insufficient funds and a \$27.00 NSF fee will be assessed.
- 7. When do I have to repay the negative balance?** You should bring your account to a zero or positive balance within 10 days of the Courtesy Pay occurrence. If you do not repay Courtesy Pay balances promptly, we may revoke your privileges and future transactions will be returned.
- 8. How do I sign up?** You do not need to sign up, Courtesy Pay is an automatic enrollment offered to members in good standing. You only need to sign up to have your everyday debit card transactions covered.

9. **How do I Opt-In for coverage of Everyday Debit Transactions?** You will need to complete the Courtesy Pay Opt-In form which can be found on our website or at the credit union.
10. **What if I don't want Courtesy Pay?** At anytime you may opt out of Courtesy Pay by submitting in writing a request to "Opt-Out" of the Courtesy Pay Service.
11. **Can Courtesy Pay be taken away?** Yes, Courtesy Pay can be revoked if your account is no longer in good standing or if you abuse the service. The best way to maintain your Courtesy Pay privilege is to promptly repay any negative balance that results from a Courtesy Pay transaction.
12. **How do I qualify?** Courtesy Pay may be extended to a member who meets the following criteria: a) Is at least 18 years of age, b) Is not delinquent on any loans (10 days past due), c) Has no charge-offs or bankruptcies with the credit union, d) Must have a valid address on file, e) Must have Active Direct Deposit. Courtesy Pay can be revoked at anytime if these are no longer met or the service is being abused.
13. **How will I know if I have Courtesy Pay on my Account?** All qualifying checking accounts are covered by Courtesy Pay for checks and ACH withdrawals unless you have told us you do not want it. However, if you would like Courtesy Pay to cover your everyday debit card transactions, you must specifically request this service. To Opt-In, simply complete our Courtesy Pay Opt-In Form.
14. **I thought I had Courtesy Pay. Why was my item returned?** Items are returned for insufficient funds when your Courtesy Pay balance has been exhausted or when your Courtesy Pay privileges have been revoked.