

### **1. What is Courtesy Pay?**

The Courtesy Pay is a service you may already have on your checking account allows us to cover your insufficient funds items on debit card purchases, point-of-sale (POS) transactions, ATM withdrawals, checks and ACH transactions, up to the approved limit. You will be charged \$28 per covered overdraft transaction. This means that instead of returning a check to the merchant because of insufficient funds, the credit union may pay your item, saving you additional charges from the merchant. Prior to **8/15/2010** you must tell us if you wish to have Courtesy Pay overdraft protection for one-time debit card purchases made in person, by telephone or online; POS transactions, and ATM withdrawals. Your recurring debit card purchases (such as monthly gym memberships), checks, and ACH transactions will continue to be covered by Courtesy Pay and will be charged a fee if we pay these transactions when they overdraw your account. You may opt out of Courtesy Pay at any time by asking us to remove the service from your account(s).

### **2. How do I opt in to keep my Courtesy Pay overdraft protection working as it does now?**

In order to keep your debit card transactions working under Courtesy Pay, you must opt in to allow coverage. Log in to home banking, stopping by any branch, or download the form from our website at [www.swacu.org](http://www.swacu.org).

### **3. Who is eligible for Courtesy Pay overdraft protection?**

You must have a checking account and be a member in good standing to be covered by Courtesy Pay overdraft protection. An account in good standing must meet the following criteria: no charge-offs, no loan delinquencies of more than 30 days, no full restrictions on the account and your correct address must be on file. To have your ATM/POS transactions and one-time debit card purchases covered, you must opt in for Courtesy Pay overdraft coverage.

### **4. If I have another form of overdraft protection set up for my checking account, do I still need Courtesy Pay overdraft protection?**

We will first attempt to clear the transaction by using other overdraft protection you may have set up, including transferring any available funds from your:

1. Savings Account
2. Overdraft Protection Loan
3. Courtesy Pay

Depending on how the overdraft protection is set up, you may choose your savings account or your line of credit to cover the overdraft. If there are no funds available in any of these overdraft protection options, your one-time debit card purchases and ATM/POS transactions will be denied. That's where Courtesy Pay overdraft coverage can help. It may allow your debit card to keep working if you're not signed up for overdraft protection from your other accounts. This can help when you are facing an unexpected emergency.

### **5. Are there fees?**

There is no charge if you don't use the service. But you will be charged a \$28 fee for each item that brings your account balance to a negative status. Overdrafts on your checking account, up to a limit of \$528, including the amount of the overdrawn item(s) and the Courtesy Pay fee(s), may be honored by SWACU.

### **6. How much time do I have to cover an overdraft paid by Courtesy Pay?**

You have up to 30 days to cover the overdraft, either through a direct deposit, transfer of funds or a deposit at one of our branches, or at an ATM that accepts SWACU deposits. If your account remains overdrawn after 30 days, SWACU will close your account, and refer it to our collections department for follow-up.

### **7. If I don't Opt-In to allow overdrafts by ATM or one-time debit purchases, when will you stop covering them?**

If we do not receive an opt-in authorization from you, we will stop paying your one-time debit card purchases (made in person, by telephone, or online) and ATM/POS transactions beginning 8/15/2010.

### **8. What about my automatic debit card payments that I've set up with a merchant?**

Debit card purchases that are set up to bill automatically (like a gym membership) may continue to be authorized at our discretion even if you do not complete the Opt-In. If this type of recurring debit card transaction overdraws your account and we pay the overdraft, a fee will be assessed.

### **9. What does Courtesy Pay cover?**

Courtesy Pay may cover the following types of transactions:

- Checks
- ACH transactions
- One-time debit card transactions made in person, by telephone, or online\*
- ATM/point of sale transactions\*

\*These types of overdraft coverage will require you to opt in.

### **10. What if I decide I don't want Courtesy Pay?**

We're happy to talk with you about other options for managing your account. Call us if you're certain you don't want your debit card overdrafts authorized when you don't have sufficient funds in your account, we can remove this service.

### **11. What if I change my mind and would to have Courtesy Pay for my account?**

You will need to call us at a branch to re-enroll for Courtesy Pay and then opt-in to authorize ATM and Debit transactions.