

## Courtesy Pay-Information Fact Sheet

### 1. What is Courtesy Pay?

Courtesy Pay is a product that allows us to pay certain transactions when your account balance isn't sufficient to do so. Instead of returning or declining the transaction, we pay it and temporarily overdraw your account. Participation is not mandatory.

### 2. How does Courtesy Pay benefit me?

Courtesy pay gives you the flexibility to manage your money and peace of mind when you face an unexpected expense or emergency. Also, it doesn't cost anything to have Courtesy Pay in place, you will only be charged if you use it. Courtesy Pay covers checks and ACH debits from your Share Draft account. Courtesy Pay can also cover ATM and "everyday" one time debit card transactions. However, you must opt-in for this to occur.

### 3. How much does it cost?

Courtesy Pay doesn't cost anything until you use it. The charge is \$30 per transaction that utilizes Courtesy Pay.

### 4. How do I qualify for Courtesy Pay?

To qualify for the Courtesy Pay Program you must have an eligible account in "good standing". The following is a list of what is meant by "good standing"; please note that these criteria, are not solely exclusive:

- The account has been open for at least thirty (30) days;
- The account has deposits totaling at least \$400 or more within each thirty (30) day period;
- The account demonstrates consistent deposit activity;
- The account owner is current on all loan obligations with us; and
- The account is not subject to any legal or administrative order or levy, such as bankruptcy or tax lien.

### 5. How far can my account be overdrawn?

The type of share draft account will determine how much you can be overdrawn. Contact Member Services to find out more details at (918) 610-0200. The following is a list of the current share draft account types eligible for the Courtesy Pay Program:

Traditional Share Draft Accounts, Nothing Share Draft Accounts, DBA Share Draft Accounts, Business Share Draft Accounts.

### 6. Is my Courtesy Pay limit shown in my available balance?

No, the Courtesy Pay amount is not added to your available balance. It's not a line of credit and should not be considered as such. Rather, it's meant to prevent occasional, unintentional overdrafts.

### 7. How will I know when my Courtesy Pay has been used to pay an item?

You should monitor your share draft account regularly. Transactions covered by courtesy pay will be listed in your history. We mail a notification that your Courtesy Pay has been used, but using our home banking would be faster.

### 8. When do I have to repay the negative balance that result from a Courtesy Pay transaction?

You should bring your account to at least a zero balance, or a positive balance within 15 days. If you do not repay Courtesy Pay balances promptly, we may revoke the privilege; if that occurs, future transactions will be returned for insufficient funds.

### 9. How will Courtesy Pay affect other overdraft protection?

The transaction will first be paid from your available balance, then from the available balance on your Nu-Pal (if you have one attached to your account), and then we may use any Courtesy Pay available. Nu-Pal is another overdraft protection service in addition to Courtesy Pay. It is an overdraft line of credit that requires approval. If you establish this optional service, you may save money on the total fees you pay us for overdraft protection services.

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

Courtesy Pay is optional and you may revoke it at any time. Simply let us know and we will update your account accordingly. Keep in mind that any transactions that would have been covered by Courtesy Pay will be returned and a \$30 Non-sufficient fee (NSF) will be assessed.

### 11. Can Courtesy Pay be taken away?

Yes. Courtesy Pay can be suspended or canceled by the Credit Union. We also retain full discretion to decline to pay any item under the Overdraft Privilege Program. This means we can refuse to pay any overdraft for any reason. Even if we decide to pay an overdraft item absent an agreement to the contrary, such payment does not create a duty to pay future overdrafts. If we do not authorize and pay an overdraft, your transaction will be declined and we may assess a Non-sufficient fee (NSF) on your account in accordance with your account agreement and fee schedule in effect at the time of the overdraft.

# ATM/Debit Card Courtesy Pay Frequently Asked Questions

## 1. What is ATM/Debit Card Courtesy Pay?

ATM/Debit Card Courtesy Pay is a protection that you can elect to receive for ATM and everyday Debit Card transactions when your account does not have sufficient funds to cover these transactions.

## 2. What does “Everyday” Debit Card Transaction mean?

“Everyday” means any one-time swipe of your Debit Card for a PIN-based or Signature-based transaction. Preauthorized, recurring transactions (gym membership, etc.) are not considered “everyday” charges. TFCU does not guarantee that we will always authorize and pay any type of transactions. If we do not authorize and pay an overdraft, your transaction will be declined.

## 3. How does ATM/Debit Card Courtesy Pay benefit me?

ATM/Debit Card Courtesy Pay is a safeguard for ATM and everyday Debit Card purchases when you do not have enough funds available in your account to cover these transactions. Without Courtesy Pay, these types of transactions would be declined. ATM/Debit Card Courtesy Pay gives you peace of mind knowing that you don't have to worry about these items being declined if you're just a few dollars short. It does carry some risk with it, so keeping good records, signing up for home banking, and checking your balance often can help avoid the transaction fees associated with this service.

## 4. How much does ATM/Debit Card Courtesy Pay cost?

Opting into Courtesy Pay is free; the fee is \$30 per transaction.

## 5. Why do I have to opt-in or opt-out?

Due to recent regulatory changes, it is now necessary that you opt-in to receive ATM and everyday Debit Card Courtesy Pay, which may cover transactions in the event your account does not have sufficient funds when you use your ATM/Debit Card. If you do not opt-in the types of transactions that exceed your available balance will be declined. You can opt-out at anytime.

## 6. Will Courtesy Pay be used before my Nu-Pal?

The transaction will first be paid from your available balance, then from the available balance on your Nu-Pal (if one is established on your account), and finally we may use any Courtesy Pay available.

## 7. What is meant by “Available Balance”?

When some ATM/Debit Card transactions are processed they do not come out immediately and a hold is placed on your account for the amount of that transaction. If you use your PIN, then the transaction comes out immediately and no hold is placed on your account. If it is a signature based transaction, (for example, at a restaurant), then a hold will be placed on your account for the amount of the transaction for three days or until it is processed by the merchant; whichever happens first. The available balance, which is the balance minus any holds, is used to pay the subsequent transactions. When transactions are processed on your account whether pin-based or signature-based, the funds are withdrawn from your actual balance. This can cause previous signature-based transactions to be paid through Courtesy Pay when processed. If the available balance or actual balance is less than or equal to zero and an established Nu-Pal has nothing available, then Courtesy Pay will be used and a \$30 fee will be assessed.

Available Balance Scenario Example:

Share Draft Current Balance	\$100.00
Pending Online Signature Purchase	\$25.00
Pending Grocery Signature Purchase	\$50.00
Available Balance	\$25.00
ATM/PIN Purchase	\$100.00
Courtesy Pay Fees	\$90.00
<b>New Current Balance</b>	<b>-\$165.00</b>

The balance is \$100 before any transactions.

Two signature purchases place a hold on the account totaling \$75.

This changes the available balance to \$25.

If the next purchase is a pin-based transaction for \$100, this will deduct immediately from the account. This transaction will be paid through Courtesy Pay due to the holds from the Signature Purchases and will be charged a \$30 Courtesy Pay fee.

The new available balance will be **-\$103** with the actual account balance of **-\$30**.

When the remaining signature based transactions post to the account each will be charged a \$30 courtesy pay fee because the Pin Based transaction took the actual balance into the negative.

The new account balance will be **-\$159**.