



Neighborhood Credit Union's Courtesy Pay is a discretionary service we provide to our checking account holders who maintain their accounts in good standing. To provide excellent member service, Neighborhood Credit Union will strive to pay items presented on your account against insufficient funds. Items are paid with the expectation that an immediate deposit will be made to bring the account to a positive balance. One-time payment of items into Courtesy Pay does not guarantee that items presented in the future will be paid.

- **You are NOT required to have this service on your account.** You may opt-out of Courtesy Pay services at any time by contacting us via our website at myncu.com, via phone at 214.748.9393 or by visiting one of our local branches. Opting-out of Courtesy Pay services means that we may return items presented against insufficient funds and may assess applicable NSF item fees per our current fee disclosure. Members who receive Social Security, federal direct deposit or any other entitlement benefit must opt-out if they do not want Neighborhood Credit Union to apply those funds to pay a Courtesy Pay.
- **The payment of Courtesy Pays is not guaranteed.** Neighborhood Credit Union will strive to pay your Courtesy Pay items when presented against insufficient funds, however, whether your items will be paid is discretionary and not guaranteed. Payment of items into Courtesy Pay is based on the handling of your accounts and the expectation that you will continue to make deposits consistent with your past practices.
- **You may be charged a Courtesy Pay fee for each insufficient item paid into Courtesy Pay.** You may be charged applicable Courtesy Pay fees for each item presented against insufficient funds. When more than one Courtesy Pay item is presented and paid, multiple Courtesy Pay fees may be charged per our current fee disclosure.
- **Payment of items into Courtesy Pay is done so with the understanding that you will be making an immediate deposit to return your account to a positive balance.** If your account balance remains consistently overdrawn or we believe that you are not managing your account in a responsible manner, we may not be able to strive to pay items presented against insufficient funds. Items presented may be returned and an applicable NSF or Courtesy Pay item fee charged per our current fee disclosure.
- **Checking accounts that remain consistently overdrawn may be closed and/or charged off. Closed and/or charged off accounts may be reported to national consumer reporting agencies which may have a negative impact on your ability to open future banking relationships.**

Overdraft Protection Options - Neighborhood Credit Union offers other less expensive ways to manage your account with respect to Courtesy Pay. Please contact us via our website at myncu.com, via phone at 214.748.9393 or by visiting one of our local branches if you would like to discuss other ways to manage your account relationship with us.



Product/Service	Description	Cost
Transfer from your Neighborhood CU saving's account	If you have accounts with us, you can authorize us in advance to transfer the funds needed to cover Courtesy Pay.	Please see Fee Schedule
Transfer from a Line of Credit	This product requires you to complete an application; approval and Annual Percentage Rate (APR) are based on creditworthiness.	Applicable APR based on balance

Courtesy Pay and Good Standing - Courtesy Pay is a discretionary service of Neighborhood CU. Any account holder who holds an eligible account type at Neighborhood CU and is in good standing will be covered by our service. You will be in good standing if the account is not dormant, has account deposits consistent with their past account activity, has not been continuously overdrawn for more than 30 days, does not have a delinquent loan for more than 15 days, does not have any default activities, garnishments, levies, or liens, has had at least one (1) deposit in the last 30 days, and your Courtesy Pay Overdraft/NSF (non-sufficient funds) fees do not exceed 25% of the most recent rolling 90 days of your total deposits. Additionally, the account holder cannot have an existing Courtesy Pay loan with an outstanding balance.

When you are eligible for our Courtesy Pay service, we will determine and notify you of the amount of Courtesy Pay coverage for which you are eligible not to exceed \$3,000 (at our discretion we may exceed that amount). Your Courtesy Pay limit will be evaluated monthly, and you will be notified of your new available Courtesy Pay limit on your statement.

We do not guarantee that we will always authorize and pay any type of transaction. If we do not authorize and pay a Courtesy Pay item, the transaction will be declined. Neighborhood Credit Union is not obligated to pay Courtesy Pay items for any account even if we have paid them in the past. In addition, transactions will not be paid into Courtesy Pay in any month in which the account is not in good standing.

Transactions eligible for Courtesy Pay coverage include:

- Checks**
- ACH Transactions**
- In-person Transactions**
- ATM Transactions**
- Everyday Debit Card Transactions**
- Pre-authorized Reoccurring Transactions**

ATM and Everyday Debit Card Transaction - ATM and everyday debit card transactions require that you authorize us to strive to pay those transaction types. If you have authorized us to strive to pay those transaction types, applicable Courtesy Pay fees may be assessed for items paid into Courtesy Pay.

You may opt out of coverage on everyday debit card and ATM transactions at any time by contacting us via our website at myncu.com, via phone at 214.748.9393 or by visiting one of our local branches.



Payment Order of Items – Neighborhood Credit Union pays all items in the order they are received and uses the available account balance.

Financial Education – At Neighborhood Credit Union we believe that financial literacy and education helps our members make informed decisions. Awareness of personal financial responsibility allows our members to realize the benefits of responsible money management, understand the credit process and the availability of help if problems happen to occur. Neighborhood Credit Union provides a variety of robust resources for financial wellness, including Money Management, GreenPath Financial Wellness and our online Financial Education Center.

Learn more about personal and family budgeting, money management, debt repayment, and other financial wellness services. For more information on the resources available please visit myncu.com and search for the financial wellness program that fits your financial lifestyle.

Account Management - Neighborhood Credit Union provides the following services for ongoing account management:

- MyNCU Mobile App
- Online Banking at myncu.com
- Visit a local Neighborhood CU branch

Please contact us via our website at myncu.com, via phone at 214.748.9393 or by visiting one of our local branches for more information on account management options.

Checking Account Agreement - Your checking account agreement describes the duties, obligations, and rights of depositors, authorized signatories and Neighborhood Credit Union with regard to your deposit accounts. Your checking account agreement can be found at myncu.com, or request a copy by contacting us via phone at 214.748.9393 or by visiting one of our local branches. That account agreement is incorporated herein for all purposes as if it were set forth verbatim as to matters not directly addressed by this disclosure. Your account agreement and this disclosure shall be construed so as to minimize conflicts between them.

Waiver - Neighborhood Credit Union's forbearance from, or delay in, exercising any of their rights, remedies, privileges, or right to insist on your strict performance of any provisions of your account agreement, this disclosure, or any other provision related to your account, shall not be construed to be a current or future waiver of the Neighborhood Credit Union's rights, remedies or privileges.

Remedy - You and Neighborhood Credit Union agree that the exclusive remedy and forum for all disputes arising out of Courtesy Pay or Neighborhood Credit Union's performance there under, except for matters you or Neighborhood Credit Union take to small claims court, is arbitration by an independent arbitrator pursuant to the applicable rules of the American Arbitration Association, except as prohibited by law.

Effective Date - All information listed in this disclosure is effective **February 5, 2024**.