

1. What is a Courtesy Pay limit?

A Courtesy Pay limit is an amount up to which we may pay transactions that exceed the available funds in your account.

2. When you say I have a \$1,500 Courtesy Pay limit does that mean you are giving me extra money in my account?

No. The Courtesy Pay limit is an amount up to which we may pay transactions that exceed the available funds in your account if you qualify and your account is in good standing. Courtesy Pay coverage may protect you in the event of unexpected expenses or a mistake. It isn't your money, it is just a service we extend to our members to help them manage their cash flow.

3. Does it mean I will always have access to that money?

No. If your account remains in good standing, we will strive to pay items that are presented on your account up to the amount of your Courtesy Pay limit. However, we will not pay ATM or everyday debit card transactions where there are insufficient funds in your account unless you authorize us to pay those transaction types. All other items may be paid by the Neighborhood Credit Union at our discretion.

4. If I have Courtesy Pay on my account, does it mean you will pay my item(s)?

No. Should there be a time when you don't have quite enough money and you have kept your account in good standing and the amount of the item(s) being presented is not greater than your Courtesy Pay limit, we will strive to pay the item(s) for you. However, we will not pay ATM or everyday debit card transactions where there are insufficient funds in your account unless you authorize us to pay those transaction types. All other items may be paid by the Neighborhood Credit Union at our discretion.

5. You keep saying good standing what does that mean?

At Neighborhood Credit Union, we define good standing as any account where the member is not dormant and has a valid address and social. The member must be continually making deposits consistent with their past account activity, has not been continuously overdrawn for more than 30 days, is not suspected of fraud or abuse, does not have a delinquent loan or credit card for more than 15 days, does not have any default activities, garnishments, levies or liens, and has had at least one deposit in the last 30 days. Additionally, the member cannot have an existing Courtesy Pay loan with an outstanding balance.

6. What happens if I don't want to be in the Courtesy Pay service?

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.

Reminder: we will not pay ATM or everyday debit card transactions where there are insufficient funds in your account unless you authorize us to pay those transaction types.

7. If I have the Courtesy Pay service on my account and keep enough money in it to pay for all my purchases will you still charge me?

Absolutely not! If you always have enough money in your account to cover all your transactions then we would never charge you any Courtesy Pay fees. This service is only for those occasions where you accidentally make a mistake and don't have quite enough money in your account.

8. Am I signing up to pay these fees?

Fortunately, we only charge a fee if you use the service. If you carefully track your transactions through Online Banking at via our website at myncu.com or through the MyNCU Mobile App and you don't ever overdraw, then you won't need to use the Courtesy Pay service at all. It will be available just for your peace of mind.

9. Why is that fee so high?

We want people to manage their accounts responsibly, but we do understand that accidents happen and customers appreciate having a backup, which is what this service provides. 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.

10. I don't want you to pay items when I don't have enough money. What do I do?

If that is what you want to do, then you should choose to opt-out of the Courtesy Pay 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. But please remember to keep track of your balance so that you don't ever have one of those embarrassing situations where you can't make the purchase that you want or we return a bill, because you don't have enough money in your account.

11. When you say link accounts together what do you mean?

If you link one of your other accounts (savings or Line of Credit) to this checking account, then if this checking account becomes overdrawn we can automatically move money from one of your other accounts to cover it. This is a much cheaper alternative to using the Courtesy Pay service. 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.

12. Does linking accounts together (overdraft protection) cost me anything?

There is not a fee to link your accounts together. If we do automatically transfer money for you, then we do charge a fee for that service. See our fee schedule for more information.

13. What happens if I don't have enough money in my linked account?

We would transfer money that you do have so that as much of the overdraft transactions covered as possible and then we would use the Courtesy Pay limit that is assigned to your account to try and cover the rest of the items.

14. I never overdraw my account, should I sign up for the Courtesy Pay service?

If you don't ever overdraw your account and you have Courtesy Pay protection place, then it doesn't really matter if you have the Courtesy Pay service on your account or not. But here's a thought, you could do so just in case you add a new direct debit (ACH) to your account and forget to update your records so that the first month it is due, you don't have enough money in your account, then having the Courtesy Pay service on your account could help you out.