

WHAT IS COURTESY PAY?

Courtesy Pay is a non-contractual overdraft protection service that Community First offers to Members with eligible share draft (checking) accounts. As long as you maintain your account in good standing, we may cover insufficient fund items up to your approved limit of \$1,000. We will charge our normal non-sufficient funds (NSF) fee of \$26 and send you a notice each time an overdraft occurs. You are required to bring your account to positive balance within 30 days.

WHY IS COURTESY PAY OFFERED?

An insufficient fund check that is returned or a debit card purchase attempt that is declined can be embarrassing, frustrating and, in the case of checks, can result in fees from the merchant or retailer.

Community First Credit Union understands that many people need an occasional safety net to avoid this type of situation, which is why we offer Courtesy Pay.

If you have any questions, please contact us at: 707/546-6000 or 800/890-3540.



COURTESY PAY



WHY OPT-IN?

The vast majority of our Members do not overdraw their accounts nor incur fees. However, life doesn't always go according to plan, and overdrafts can occur.

Without overdraft protection, your ATM and everyday debit card transactions may be declined if you attempt to make a transaction without sufficient funds.



Courtesy Pay Policy

Courtesy Pay is a discretionary courtesy or *service and not a right of yours, nor an obligation on our part to consider paying your reasonable overdrafts. It is available if your eligible account has been open for at least thirty (30) days and, thereafter, you maintain your account in good standing, which includes at least: a) Continuing to make deposits consistent with your past practices; b) You are not in default on any loan obligations to Community First Credit Union (CFCU); c) You bring your account to a positive balance (not overdrawn) at least once every thirty (30) days; d) Your account is not the subject of any legal or administrative order or levy. Of course, any and all credit union fees and charges, including without limitation our non-sufficient funds/ overdraft fees (as set forth in our fee schedule) will be included in this limit.

We are not obligated to pay any item presented for payment if your account does not contain sufficient collected funds. It is our standard practice, within our Courtesy Pay Policy, to authorize and pay overdrafts for checks, automatic bill payments and other debit transactions made using your account number, unless you opt-out for overdraft coverage on these types of transactions. We do not authorize and pay overdrafts for ATM withdrawals or everyday debit card purchases, unless you consent (opt-in) to overdraft coverage for these types of transactions

A non-sufficient funds balance may result from: a) The payment of checks, electronic funds transfers, or other withdrawal requests; b) Payments authorized by you; c) The return, unpaid, of items deposited by you; d) The imposition of credit union service charges; e) The deposit of items, which according to the credit union's Funds Availability Policy, are treated as not yet "available" or finally paid.

We may refuse to pay an overdraft for you at any time, even though your account is in good standing and even though we may have previously paid overdrafts for you. You will be notified of any non-sufficient funds items paid or returned that you may have by mail or via electronic channels, when available, at the earliest possible time for each instance. However, we have no obligation to notify you before we pay or return any item. The amount of any overdrafts, plus our \$26 Non-Sufficient Funds (NSF) charge(s), which is a per-item fee, shall be due and payable upon demand. If there is an overdraft paid by us on an account with more than one (1) owner on the signature card, each owner, and agent if applicable, drawing/presenting the item creating the overdraft, shall be jointly and severally liable for such overdrafts plus our Non-Sufficient Funds (NSF) charge(s).

Limitations: We may limit the number of accounts eligible for the Courtesy Pay* service to one account per household.

*The Courtesy Pay service does not constitute an actual or implied agreement between you and CFCU. Nor does it constitute an actual or implied obligation of or by the credit union. The service represents a purely discretionary Courtesy or privilege that the credit union may provide to you from time to time and which may be withdrawn or withheld by CFCU at any time without prior notice or reason or cause. Members wishing to be removed or opt-out from the Courtesy Pay program should contact a CFCU representative.



What you Need to Know about Overdrafts and Overdraft Fees

An overdraft occurs when you do not have enough funds available in your checking account to cover a transaction.

We can cover your overdrafts in two different ways:

- ▶ We have standard overdraft practices, which we call Courtesy Pay, that comes with your account
- ▶ We also offer savings overdraft protection, a link to a savings account, which may be less expensive than Courtesy Pay. To learn more, ask us about this service (at your favorite branch, or our in-house Call Center (707/546-6000, M-F, 8:30a to 5:30p).

What are the Standard Overdraft Practices That Come with My Account?

Community First may authorize and pay overdrafts for the following types of transactions:

- ▶ checks, ACH transactions and other transactions made using your checking account number
- ▶ automatic bill payments



Anything less would be discourteous!



What Overdraft Practices DO NOT come with my account and require an "Opt-In"?

We do not authorize and pay overdrafts for the following types of transactions unless you ask us to (by an "opt-in"):

- ▶ ATM transactions
- ▶ everyday debit card transaction

Note: We pay overdrafts at our discretion, which means we do not guarantee that we will always authorize and pay any type of transaction. If we do not authorize and pay an overdraft, your transaction will be declined. If you want the peace of mind to be able to make an emergency purchase with your debit card or withdraw cash from an ATM, then you need to "opt-in" for Courtesy Pay.

What fees will be charged if Community First pays my Overdraft?

Under Courtesy Pay, we will charge you a fee of \$26 each time we pay an overdraft on your behalf. There is no limit on the total fees we can charge for overdrawing your account.

What if I change my mind later?

You can opt-in or opt-out at any time. Simply call our in-house Call Center (707/546-6000) or stop by your favorite branch.

updated: July 28, 2015



Opt-In / Opt-Out Form

COURTESY PAY

If you want to authorize Community First Credit Union to pay overdrafts on your ATM and everyday debit card transactions, complete the form below.

You can mail it to us (address at bottom), or drop it off to your favorite branch during your next visit.

You can also find the form on our secure web site (www.comfirstcu.org), and you can even contact our Call Center (707/546-6000, M-F, 8:30a to 5:30p) and instruct them of your wishes. Whatever is easiest for you!



I **do not** want to authorize Community First Credit Union to pay overdrafts on my ATM and everyday debit card transaction.

Yes, I want to authorize Community First Credit Union to pay overdrafts on my ATM and everyday debit card transaction.

name

date

account Number

current e-mail address

Community First Credit Union • P.O. Box 6004
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