

How do Overdraft and Courtesy Pay fees happen?

When you

- write a check
- withdraw money from an ATM
- use your debit card to make a purchase,

or

- make an automatic bill payment or other electronic payments

for more than the amount in your checking account. Your credit union has the choice to either pay the item or not. If it pays even though you don't have the money in your account, you may be charged an "overdraft" or "Courtesy Pay" fee. If your credit union returns your check without paying it, you may be charged a "nonsufficient funds" fee. The person or company that you wrote the check to - for example, a store, your landlord, or the phone company - may charge you a "returned-check" fee *in addition to* the fee your credit union charges you.

How can you avoid overdraft or Courtesy Pay fees?

The best way to avoid overdraft, Courtesy Pay or Non-sufficient funds fees is to manage your account so you don't overdraw it.

*** Keep track of how much money you have in your account by keeping a check register up to date.** Record all transactions when they take place (ie checks, electronic withdrawals, debit purchases, and ATM withdrawals.)
DON'T FORGET TO SUBTRACT ANY FEES!

*** Keep an eye on your account balance.** Remember that some checks, automatic payments, or debit transactions that may still be on hold may not have cleared yet.

*** Review your account statements each month.** Between statements, you can find out which payments, checks, or debits have cleared by calling your credit union, checking online, or at an ATM. Be sure to find out the actual amount available in your account not including any funds available to you through the Courtesy Pay or overdraft features.

*** Don't forget about automatic bill payments you have previously set up for utilities, insurance, or loan payments.**

Sometimes mistakes happen. If you do overdraw your account, deposit money into the account as soon as possible to cover the overdraft amount in addition to any fees. Depositing money into the account can help avoid additional fees and maintain a good status with your credit union.

*** At any time you may choose to "Opt-out" of the Courtesy Pay Program.** Contact a Member Service Representative to do so.

What is the Courtesy Pay service?

Your credit union offers qualifying account holders the courtesy pay service.

For a nominal fee, this service clears checks, electronic withdrawals, and approves ATM and debit transactions when funds are not available. With this service you will still pay the credit union a courtesy pay fee for each item cleared, but you will avoid the merchant's returned check fee, or being denied a debit or ATM transaction. This will allow you to stay in good standing with the people or merchants you do business with.

What do you need to know about overdraft protection and Courtesy Pay?

***Avoid using either service as short-term loans.** Without proper management these could be costly forms of credit.

***If you overdraw your account, bring the account to a positive balance within the time allotted.** Remember that you need to put enough money into your account to cover *both* the amount of your overdraft and any fees.

***Proper account management is the least expensive way to protect your hard-earned money.** The credit union offers many services. Ask one of our member service representatives about which would be most beneficial to you.

***Even if you qualify for one of these services, there is no guarantee that your credit union will allow your account to overdraft.**

What are some other ways to cover overdrafts?

The credit union provides other ways of covering overdrafts that may be less expensive. Ask a Member Service Representative about these options before making your decision. You may be able to:

*** Link your checking account to your savings account with the credit union.** If you overdraw your checking account, the credit union will transfer the funds from your savings account into your checking account for a nominal overdraft fee.

***Set up overdraft protection from your line of credit.** You need to apply for a line of credit just as you would a regular loan. Before overdrawing your account, the credit union will lend you the funds, by pulling from your line of credit to cover the overdraft. You *will* pay interest on this loan along with overdraft fees but, the overall cost will be less than the courtesy pay fees.

The choice is yours. Consider the following ways and the fees that apply to each service to cover your overdrafts.

Ways to cover your overdrafts	Fee for each overdraft
Proper account management	\$0
Link to savings account	\$2.00 transfer fee
Overdraft Line of Credit	\$2.00 transfer fee
Courtesy Pay overdraft	\$25.00 per item
Non-Sufficient Funds fee	\$25.00 + \$20 - \$30 merchant fee

**all fees are subject to change*

What should you do if you have a problem or complaint about courtesy pay or overdraft protection?

For any issues, first try to resolve the problem directly with your credit union:

Hinesville Office
111 W. Hendry Street
P.O. Box 132
Hinesville, GA 31310-0132
(912) 368-2205 or (912) 368-2477
fax: (912) 876-8313
memberservices@geovistacu.com

If you are unable to resolve the problem, you may want to file a complaint with the following federal agency:

National Credit Union Administration
Office of External Affairs
1775 Duke Street
Alexandria, VA 22314-342*
(703) 518-6330
www.ncua.gov



AMERICA'S
CREDIT UNIONS®

How to Protect Yourself from Overdraft and Courtesy Pay Fees



Lighting the Past, Present, and
Your Financial Future

Proudly Serving Our Members Since 1964