



Frequently Asked Questions About Privilege Pay

What is Privilege Pay?

Privilege Pay is an overdraft service for your checking and money market accounts that allows you to overdraw your account in order to pay items presented by check, ACH, or Bill Pay. Connexus pays overdrafts at our discretion and is not obligated to pay an item presented for payment if your available balance* does not contain sufficient funds. Regardless of how frequently or under what circumstances we have paid overdrafts on your account in the past, you should not rely on us to continue to pay overdrafts on your account. We reserve the right to revoke or suspend the Privilege Pay service on your account for any reason.

When would I be ineligible for Privilege Pay?

Your checking and money market accounts will not be eligible for Privilege Pay if any of the following apply:

- You do not bring your overdrawn account to a positive balance within thirty (30) days
- You do not have a valid address on file
- Primary account owner is deceased
- You are not current on your loans and other obligations to Connexus Credit Union
- You have filed for bankruptcy
- You are subject to a legal order, administrative order, garnishment or levy
- Your account is a Health Savings Account
- Your account operates under a fiduciary arrangement such as a Trust, Estate, Guardianship or Rep Payee.

How much I can overdraw my account?

Our decision to pay or return an overdraft item is based on your account history. The amount you may overdraw your account depends on factors such as the age of your account, frequency of deposits, amount of deposits, repayment patterns and deposit patterns.

What if I no longer want Privilege Pay on my account?

You can un-enroll from Privilege Pay at any time by calling us at 800.845.5025, visiting one of our branches, or logging in to Digital Banking and submitting a form through the Forms Center. If you choose to un-enroll from Privilege Pay and your available balance* is insufficient to cover a transaction, we may return the transaction unpaid and charge a fee.

Are there other overdraft protection options?

Yes, we offer the ability to link your eligible checking or money market accounts to another savings, money market, or line-of-credit account. For more information, please call us or visit one of our branches.

*The "available balance" is the amount you have in your account at a particular time that is available for immediate withdrawal or to cover other debit items. Your available balance can be different than your current balance because it takes into account holds placed on deposits and pending transactions that have not yet posted to your account. Connexus Credit Union uses the available balance to determine whether or not we will pay or return an item. For example, assume your current and available balance are both \$100, and you swipe your debit card at a restaurant for \$40. If the restaurant requests preauthorization in the amount of \$40, an authorization hold is placed on \$40 in your account, so your available balance is only \$60. Your current balance is still \$100. Before the restaurant charge is sent to us for payment, a check that you wrote for \$95 clears. Because your available balance is \$60, your account will be overdrawn by \$35, even though the current balance is \$100. In this case, we may pay the \$95 check, but you may be charged an Overdraft Paid Fee. That fee will be deducted from your account, further reducing the balance.



What You Need to Know about Overdrafts and Overdraft Fees

An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it on your behalf. Connexus can cover your overdrafts in two different ways:

1. Through the Privilege Pay service that comes with your account.
2. Through overdraft protection options, such as a linked savings or line-of-credit account, which may be less expensive than our Privilege Pay service. To learn more, ask us about these plans.

This notice explains our Privilege Pay service.

What is the Privilege Pay service that comes with my account?

We authorize and pay overdrafts for the following types of transactions:

- Checks and other transactions made using your account number
- Automatic bill payments
- Recurring debit card transactions

We do not authorize and pay overdrafts for the following types of transactions unless you ask us to (see below):

- ATM transactions
- Everyday, one-time debit card transactions

We pay overdrafts at our discretion, which means we do not guarantee we will always authorize and pay any type of transaction.

If we do not authorize and pay an overdraft, your transaction may be declined or returned and you will be subject to the related fees.

What fees will I be charged if Connexus Credit Union pays or returns my overdraft?

For each item that overdraws your account and we pay, we may charge an Overdraft Paid Fee of \$4. If we return an item unpaid, there will be a \$4 Overdraft Returned Fee.

The maximum Overdraft Paid Fees we may charge your account per business day is \$8. There is no maximum limit to the number of Overdraft Return Fees assessed per business day.

What if I want Connexus Credit Union to authorize and pay overdrafts on my ATM and one-time debit card transactions?

If you also want us to authorize and pay overdrafts on ATM and one-time debit card transactions, you can notify us through any of these methods:

1. Log in to Digital Banking and submit a form through the Forms Center.
2. Call us at 800.845.5025
3. Visit one of our branch locations.
4. For new members, in the electronic account application, answer "Yes" to indicate you want us to authorize and pay overdrafts on ATM and one-time debit card transactions.

Right to Revoke: You always have the right to revoke your consent to pay overdrafts on ATM and one-time debit card transactions.

If you have any questions, please call us at 800.845.5025.