

## Providing More Service to Members

Courtesy Pay is another credit union service that helps protect your finances and your reputation.

With Courtesy Pay, the credit union, at its discretion, can cover checks and ACH debits for payment – even if you overdraw your account. If you authorize this additional service, Courtesy Pay also allows us to cover ATM and everyday debit card transactions. You can authorize the additional service by completing the enclosed form.

Courtesy Pay protects you from unintentional overdrafts. You can avoid merchant fees on checks that would otherwise be returned. And you save the embarrassment of having a transaction denied when you've made an error in your checking account.

Courtesy Pay is a courtesy from us to you. We do not encourage you to use Courtesy Pay on purpose. The best way to avoid overdraft protection is to manage your account so you don't overdraw it. See *"Account Management Tips" in this brochure for more information.*

The credit union's Courtesy Pay program is a noncontractual courtesy and is discretionary. It is not an obligation of the credit union, and the credit union may refuse to provide the courtesy on any checking account at any time and from time to time. The accountholder does not have a contractual right to Courtesy Pay, and Courtesy Pay is not guaranteed by the credit union.



**HAZEL DELL**  
7403 N.E. Hazel Dell Ave.

**BATTLE GROUND**  
121 N.W. 20th Ave.

**FISHER'S LANDING**  
16211 S.E. 12th St.

**LOBBY HOURS**  
Monday – Friday  
9:00 a.m. – 5:30 p.m.

**DRIVE-UP HOURS**  
Monday – Thursday  
9:00 a.m. – 5:30 p.m.

Friday  
9:00 a.m. – 6:00 p.m.

**VANCOUVER WATERFRONT**  
701 W. Columbia Way

**RIDGEFIELD**  
109 S. 65th Ave., Ste. 102

**LOBBY HOURS**  
Monday – Thursday  
9:00 a.m. – 5:30 p.m.

Friday  
9:00 a.m. – 6:00 p.m.



360-695-5121  
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FAX 360-695-3377  
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## Rest Easy with COURTESY PAY



# Your Questions Answered

## How do I qualify for Courtesy Pay?

All members in good standing, except minors and those with accounts that have been open for less than 30 days, may qualify for this discretionary service. Courtesy Pay is only available on one checking account per member.

## What does Courtesy Pay cost?

The service is free until you use it. There is a \$30 fee for each item or other insufficient funds transaction paid by the credit union. The same fee is charged for a bounced check or other transaction returned unpaid. There is no limit to the number of charges per day.

## How are overdrafts determined?

Overdrafts are determined based on the available balance in your checking account at the time a check or item is presented. Your available balance may be lower than your actual balance due to funds held, debit card transactions you have authorized or deposited checks held pursuant to our funds availability policy.

## How much can I overdraw my account?

We do not encourage you to “test” how much you can overdraw your account. Courtesy Pay is designed for unintentional overdrafts. If you have a monthly direct deposit of \$100 or more into an eligible checking account at the credit union, your current overdraft limit is \$1,500. If you don't have direct deposit, the amount is \$1,000.

## What about funds in my other accounts?

If you have overdraft protection connecting your accounts and sufficient funds in another account, funds will be transferred to cover overdrafts. Courtesy Pay is used only after these funds are depleted. There is a nominal \$3 charge per transfer from your other accounts.

## I already have an overdraft line of credit at the credit union. Is it still active?

Any existing or new overdraft line of credit will be used before Courtesy Pay applies (subject to the terms and conditions of your line of credit).

## Is my Courtesy Pay limit shown in my available balance?

No. It is not added to your account balance. If you want Courtesy Pay to cover ATM withdrawals and everyday debit card purchases, please complete the enclosed form and return it to the credit union, then those transactions may be approved up to your available Courtesy Pay limit. A Courtesy Pay fee of \$30 will be charged for each transaction but will not immediately appear as a reduction to your available balance.

## Is Courtesy Pay a loan?

No. The service is discretionary. The credit union can suspend or terminate the service at any time. However, you are obligated to immediately repay an overdraft amount.

## Can I use Courtesy Pay to make a People's Community loan payment?

No. You cannot use Courtesy Pay to make any loan payments at the credit union or to balance another account.

## When do I have to repay the overdraft?

You should bring your account to a positive end-of-day balance within seven days of the overdraft. Contact us immediately if you need to make other arrangements.

## What if I do not want Courtesy Pay?

You can opt out of Courtesy Pay by contacting the credit union. Be aware that overdrawn items may then be returned unpaid, and a \$30 NSF fee assessed. You may also be charged additional fees by the merchant payee. In addition, if you do not opt in for the electronic benefits of Courtesy Pay, ATM withdrawals and everyday debit card purchases will not be approved beyond the available balance in your account.

## Can I overdraw my account using an ATM card or point-of-sale transaction?

Yes, but you must request this Courtesy Pay feature be added to your account. If you do opt in, ATM, point-of-sale and other everyday debit card transactions may be covered by Courtesy Pay. You'll be charged a \$30 fee for each transaction.

## Why did my check get returned when I thought I had Courtesy Pay?

Once you've exhausted your Courtesy Pay limit and other overdraft protection services (if available), your checks and other transactions will be returned unpaid, and a \$30 NSF fee charged. Courtesy Pay can be terminated or suspended at any time, particularly if you have an unusual number of transactions on an overdrawn account. Unusual usage may indicate fraud or account misuse. By terminating or suspending the Courtesy Pay service, we protect both you and the credit union.

## ACCOUNT MANAGEMENT TIPS

- **Replenish** your checking account as soon as possible after overdrawing it. Remember: You need to put enough money back into your account to cover both the amount of your overdraft and any fees.
- **Keep track** of the balance in your account. Record not only checks but other transactions, like ATM withdrawals, debit transactions and automatic payments. Review and reconcile your account statement each month.
- **Understand** that Courtesy Pay is just that – a courtesy. There is no guarantee the credit union will cover your checks, ATM withdrawals, debit card and other electronic transactions if your account is overdrawn.
- **Manage** your accounts well to avoid extra costs and protect your hard-earned money. If you need overdraft protection every now and then, ask the credit union about options that are right for you.

