

BOUNCE PROTECTION

Sometimes you may need an occasional safety net.

WE'VE GOT YOU COVERED.

Most of us have found ourselves facing an occasional cash shortfall, be it the result of a checkbook error or an unexpected bill. If you have ever accidentally bounced a check, you already know that in addition to the embarrassment, you may also face merchant fees for the returned check along with the inconvenience of returning to the merchant to correct the error. And while a declined debit card does not create merchant fees, it can be an embarrassing experience.

Tendto Credit Union understands, which is why we offer Bounce Protection. Bounce Protection is a non-contractual overdraft protection service that requires no action on your part to enroll. There are no fees to have Bounce Protection available on your share draft account. You only pay our standard NSF fee of \$28.00 if you use Bounce Protection to cover an insufficient item. With Bounce Protection, instead of your check being returned or your debit card purchase being declined, we may pay or approve those items up to your overdraft limit of \$500.00.

Bounce Protection is automatically available to our share draft checking account holders for checks, automatic bill payments and other debit transactions. If you would like to have overdraft protection through Bounce Protection for your ATM withdrawals and everyday debit card purchases, simply ask us to add Bounce Protection for these types of transactions. Bounce Protection is one more way we can help you meet your unexpected financial needs.

Bounce Protection is a discretionary overdraft service from your credit union. Rather than automatically returning or declining an insufficient fund item that you may have, we will consider authorizing and paying your reasonable overdrafts and apply our standard NSF fee of \$28.00 per item to your account. Refer to our Bounce Protection Disclosure for more details for your checking account.

BOUNCE PROTECTION

Bounce Protection FAQs

WHAT IS BOUNCE PROTECTION?

Bounce Protection is a non-contractual overdraft protection service that we offer to our 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 \$500.00. We will charge our normal NSF fee of \$28.00 and send you a notice each time an overdraft occurs. You are required to bring your account to a positive balance within 30 days.

HOW CAN I HAVE OVERDRAFT COVERAGE FOR MY CHECKS, AUTOMATIC BILL PAYMENTS AND OTHER DEBIT TRANSACTIONS USING MY ACCOUNT NUMBER?

Bounce Protection is automatically added to your account for checks, automatic bill payments and other debit transactions using your account number, such as a gym membership, electric bill, etc. You can remove this service at any time by contacting us.

HOW CAN I HAVE OVERDRAFT COVERAGE FOR ATM WITHDRAWALS AND DEBIT CARD PURCHASES?

Simply contact us and ask to add overdraft coverage for your ATM withdrawals and everyday debit card purchases (see opt-in form for details). There are no applications or credit approvals necessary. You can revoke this service at any time by contacting us.

HOW CAN BOUNCE PROTECTION BENEFIT ME?

Bounce Protection may save you the embarrassment of having your debit card declined or the expense of a returned check due to an error in your checkbook, an unplanned expense or just a shortage on cash between paydays.

HOW DOES BOUNCE PROTECTION WORK?

With Bounce Protection, if we receive an item that causes the balance in your account to go below zero, as a courtesy, we may pay the item up to \$500.00; including the overdraft fee.

ARE OTHER OVERDRAFT PROTECTION OPTIONS AVAILABLE?

Yes, we also offer overdraft protection through a link to your savings account, which may be less expensive than Bounce Protection. To learn more, ask us about this plan.

IS BOUNCE PROTECTION A LOAN?

No. There are no loan applications to complete. It is a service provided by the Credit Union to assist you with occasional overdrafts.

Refer to our Bounce Protection Disclosure for more details for your checking account.

BOUNCE PROTECTION

HOW WILL I KNOW IF I USE MY BOUNCE PROTECTION?

We will mail you a notice the first time you have an overdraft on your account that activates Bounce Protection. Additionally, we will send reminder letters of any overdrafts in excess of 15 days until you bring your account to a positive balance.

WHAT IF I GO OVER MY BOUNCE PROTECTION LIMIT?

If you exceed the Bounce Protection limit, any additional items will be returned or declined when presented for authorization or payment.

IS THERE A CHARGE FOR BOUNCE PROTECTION?

There are no fees to have the service available on your account. If you use Bounce Protection you will be charged our standard fee of \$28.00 for each insufficient item as described in our Bounce Protection Disclosure. The charges associated with Bounce Protection are also listed in the Fee Schedule.

IF I USE MY BOUNCE PROTECTION, HOW LONG DO I HAVE TO BRING MY ACCOUNT INTO BALANCE?

You should bring your checking account to a positive balance as soon as possible. To keep your account in good standing, you have 30 days to pay any overdraft and associated fees. However, depending on the situation, we can ask for repayment at any time. Any deposit made automatically or by you will first be applied to any overdrawn balance and associated fees.

WHAT HAPPENS IF I CAN'T BRING MY ACCOUNT TO A POSITIVE BALANCE?

If your balance remains negative for 30 days, your Bounce Protection will be suspended or revoked and you risk losing your checking privileges. The service may be reinstated when your account returns to good standing.

We encourage you to always manage your finances responsibly and use Bounce Protection as an occasional safety net.

Refer to our Bounce Protection Disclosure for more details for your checking account.

BOUNCE PROTECTION

BOUNCE PROTECTION DISCLOSURE (Discretionary Overdraft Service)

It is the policy of our Credit Union to comply with applicable laws and regulations, and to conduct business in accordance with applicable safety and soundness standards.

Bounce Protection Service* 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 obligation to Tendto Credit Union; (C) you bring your account to a positive balance (not overdrawn) at least once every thirty (30) days; and (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 Bounce Protection Disclosure, 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. (Refer to opt-in form for details)

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; or 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. We have no obligation to notify you before we pay or return any item. The amount of any overdrafts plus our \$28.00 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). As a general rule, when multiple items are received simultaneously for payment, the items will be cleared in the order they occurred which can affect the total amount of overdraft fees incurred. We reserve the right to change the clearing order at any time without notice.

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

*The Bounce Protection service does not constitute an actual or implied agreement between you and the credit union. Nor does it constitute an actual or implied obligation of or by the credit union. This 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 the credit union at any time without prior notice or reason or cause. Members wishing to be removed or opt out from the Bounce Protection program should contact a credit union representative.