



Altura Credit Union Courtesy Pay and Overdraft Disclosures

This Overdraft Disclosure ("Disclosures") describes the circumstances when we (the Credit Union or Altura) will pay overdrafts in your checking account and charge you a fee. "Overdraft" means there is not enough funds in your actual balance to pay for a transaction. If we pay for an overdraft, we will charge a fee. The fee is described in our Fee Schedule, which is updated periodically.

Please note that for ATM and one-time debit card transactions, you must affirmatively consent to this coverage. Without your consent, we may not authorize ATM withdrawals or authorize one-time debit card transactions that will result in a negative available balance in your account. If you want Altura to pay overdrafts under our Courtesy Pay Protection Program ("Courtesy Pay" or the "Program"), review this disclosure and the following form, "Standard Overdraft & Courtesy Pay" and either call 1-888-883-7228, visit alturacu.com, or visit a branch and complete the form to enroll. You can present the completed form at the branch, through online banking or by mailing it to Altura Credit Union, Central Operations, PO Box 908, Riverside, CA 92502-0908.

The following is important information regarding your account balance, how transactions are posted to your account when an overdraft fee will be charged, and other information pertinent to Courtesy Pay. You should read these disclosures carefully. If you have questions, please see a branch representative or call ALTURA's Member Services at (888) 883-7228.

YOUR CHECKING ACCOUNT BALANCE

Your checking account has two kinds of balances: the **"actual" balance** (also referred to as Current Balance or simply Balance) and the **"available" balance**. Both can be checked when you review your account online, through mobile banking, at an ATM, by phone, or at a branch. It is important to understand how the two balances work so that you understand how each balance might affect your ability to transact on your checking account and how you can avoid unnecessary overdraft fees. This section explains actual and available balances and how they work.

Your **actual balance** is the full amount of money that can be in your account at any given time. It reflects the full amount of any deposits made to your account without regard to any portion of a deposit that may be on "hold." It also reflects payment transactions that have "posted" to your account, but not payment transactions that have been authorized and are pending. While the term "actual" may sound as though the number you see is an up-to-date display of what is in your account that you can spend, that is not always the case. Any holds on deposits, holds on funds authorized for purchases, payments, fees and other charges made on your account that have not yet posted will not appear in your actual balance.

Your **available balance** takes into account things like holds placed on deposits and pending transactions (such as pending debit card purchases) that the Credit Union has authorized but that have not yet posted to your account. It is a useful tool to keep track of debit card purchases that you have authorized the Credit Union to pay but have not yet posted to your actual balance.

For example, assume you have an **available balance** of \$120. If you were to use your debit card at a retail establishment to buy lunch for \$40, then that merchant could ask us to pre-authorize the payment. In that case, we will put a "hold" on your account for \$40. Your **actual balance** would still be \$120 because this transaction has not yet posted, but your **available balance** would be \$80 because you have committed to pay the retail establishment \$40. When the retail establishment submits its bill for payment (which could be a few days later), we will post the transaction to your account and your **actual balance** will be reduced by \$40.



HOW TRANSACTIONS ARE POSTED TO YOUR ACCOUNT

There are basically two types of transactions in your account:

- Credits or deposits into your account.
- Debits or payments out of your account.

It is important to understand how each is applied to your account so that you know how much money you have and how much is available to you at any given time. This section explains generally how and when we post transactions to your account.

Credits. Most deposits are added to your account when we receive them. For some checks you deposit, only \$275 will post to your available balance at the time of deposit; the balance will post to your available balance two (2) business days later. There may be extended holds on check deposits on new accounts or checks over \$6,725. Thus, your available balance may not reflect the most recent deposits to your account. New Accounts have different hold times and amounts. For details on the availability for withdrawal of your deposits, see the section of "About your Credit Union Deposit Accounts" entitled "Your Ability to Withdraw Funds."

Debits. There are several types of debit transactions. Each type of debit transaction is described generally below. Keep in mind that there are many ways transactions are presented for payment by merchants, and the Credit Union is not necessarily in control of when transactions are received. Altura posts items to your account as they are presented for payment. Below is a list of the most common type debits which will post to your account:

- **Checks.** When you write a check, it is processed through the Federal Reserve system. We receive data files of cashed checks from the Federal Reserve each day. The checks drawn on your account are compiled from these data files and paid each day.
- **ACH Payments.** We receive data files every day from the Federal Reserve with Automated Clearing House or ACH transactions. These include, for example, automatic bill pays you have signed up for.
- **Point of Sale (POS) Debit Card Transactions.** These are transactions where you use your debit card and you enter your PIN number at the time of the sale. They are similar to ATM withdrawals because money is usually deducted from both your actual balance and your available balance immediately at the time of the transaction. However, some POS transactions are not presented for payment immediately; it depends on the merchant.
- **Signature Debit Card Transactions.** These are transactions where you make a purchase with your debit card and you do not enter your PIN. As described above, in these situations, the merchant may seek prior authorization for the transaction. When that happens, we generally place a temporary hold and deduct the amount of the transaction from your available balance. We refer to this temporary hold as an "authorization hold," and the amount of the authorization hold will be subtracted from your available balance. Authorizations are deducted from your available balance but not your actual balance as they are received by us throughout each day. At some point after you sign for the transaction, it is processed by the merchant and submitted to us for payment. This can happen hours or sometimes days after you signed for it, depending on the merchant and its processing company. These payment requests are received in real time throughout the day and are posted to your account as they are received. **Please note:** the amount of an authorization hold may differ from the actual payment because the final transaction amount may not yet be known to the merchant when the authorization request is submitted. For example, if you use your card at a restaurant, a hold will be placed in the amount of the bill presented to you, but when the transaction posts it will include any tip that you may have added to the bill. This may also be the case where you swipe your debit card at gas stations and hotels and other retail establishments. We cannot control how much a merchant asks us to authorize, or when a merchant submits a transaction for payment.

This is a general description of how certain types of transactions are posted. These practices may change and we reserve the right to pay items in any order we choose as permitted by law.

We may receive multiple deposit and withdrawal transactions on your account in many different forms throughout each business day. This means that you may be charged more than one \$25 fee if we pay multiple transactions when your account is overdrawn.



TIPS TO AVOID OVERDRAWING YOUR ACCOUNT

The best way to know how much money you have and avoid paying overdraft fees is to record and track all of your transactions closely. You can use these options to check your balance before you make a purchase:

- Call Altura's Money Talks 1-888-883-7228
- Log in to your account through Altura's Online Banking at alturacu.com
- Download and log in to your account through Altura's Mobile Banking app
- Set up E-Alerts through Altura's Online Banking at <https://www.my.alturacu.com/NotificationSettings>
- Check your balance at any ATM

Remember, you will not be charged a fee on transactions of \$10 or less if your account is overdrawn.

COURTESY PAY PROTECTION PROGRAM QUALIFICATIONS AND RESTRICTIONS

The Courtesy Pay Protection Program is meant for use on checking accounts only but not all checking account types are eligible for the Program. The following checking account types are not eligible to opt-in to the Courtesy Pay Protection Program:

- Reliance
- MyMoney
- Business Accounts
- Club Accounts
- Custodial Accounts
- Health Savings Accounts
- UTMA Accounts
- School District Accounts
- Court Ordered Accounts
- County Organization Accounts

You must be at least 18 years of age to qualify for this Program. You also must have no delinquencies or legal orders against your Altura accounts to qualify for Courtesy Pay.

Courtesy Pay is not a loan or a line of credit and must be repaid promptly. Should the account remain overdrawn beyond 45 days, then the account may be closed and reported to ChexSystems and the credit reporting agencies. These are not the only circumstances under which Courtesy Pay may be terminated and Altura Credit Union reserves the right to revoke Courtesy Pay privileges, permanently or temporarily, at any time and to deny the payment of any transactions without prior notification.

CANCELLING YOUR ENROLLMENT IN COURTESY PAY

You have the right to cancel your Courtesy Pay coverage at any time by completing the "Standard Overdraft & Courtesy Pay" form and selecting "No." You can access and manage your enrollment in online banking, or visit any Altura branch or through Online Banking at alturacu.com. If you prefer, you may also opt out by requesting a form be e-mailed or mailed to you through Altura's Live Chat at alturacu.com or by calling 1-888-883-7228.



OTHER OVERDRAFT PROTECTION PROGRAMS

Altura Credit Union also offers other overdraft protection options that can be used individually or combined and fully managed in online banking, these include:

- Link to Your Altura Savings Account - Link your savings account to your checking account and you can use your savings balance as a backup in case of an overdraft.
- Link to Your Altura Credit Card - Link your Altura Credit Card to your checking account and you can use your available credit line as a backup in case of overdraft. Subject to credit approval.
- Link to Your Altura Overdraft Line of Credit - Link your overdraft line of credit to your checking account and you can use your available credit line as a backup in case of overdraft.

The overdraft transfer fees associated with these options may be less expensive than those associated with overdrafts under our Courtesy Pay Protection Program. For more information on these alternative programs see alturacu.com/personal/overdraft-transfer, visit an Altura branch location or call 1-888-883-7228.

**IF YOU DO NOT UNDERSTAND ANY PART OF THIS DISCLOSURE OR HAVE ANY QUESTIONS, PLEASE
CONTACT US TOLL FREE AT 888-883-7228.**