What is Courtesy Pay and how am I impacted as a Member?

1. **What is Courtesy Pay?**
   When things don’t go as planned, Courtesy Pay coverage through Northeast Credit Union can help you by covering your everyday debit card transactions when your checking account is overdrawn.

2. **Is there a fee?**
   There is no cost to have Courtesy Pay coverage in place. You are only charged if you need to use it, but you must opt in for this service.

3. **How can I “opt-in”?**
   If you want us to authorize and pay overdrafts on everyday debit card transactions, you can do so in the following manner:
   - From within your NECU online banking - click on the "Services" tab
   - Visit any branch
   - Call 888.436.1847

4. **For joint account holders, do both parties have to opt in?**
   If two or more members jointly hold an account(s), NECU will treat an opt-in by either member as an opt-in for that account. Similarly, NECU will treat an opt-out by either member as an opt-out for that account.

5. **What about if I have an automatic transfer set up to pay from my savings and/or Visa credit card?**
   Recurring debit card payments such as automatic transfers will not be affected.

6. **What are the benefits of opting in to Courtesy Pay?**
   When you use your debit card for a one-time Point-Of-Sale (POS) transaction and you do not have enough funds in your checking account, the Courtesy Pay program may approve the transaction. This will eliminate the embarrassment of being declined with the merchant at the time of purchase.

7. **How long does it take for my Opt-In or Opt-Out request to take affect?**
   It generally takes up to one (1) business day (Monday-Friday, excluding holidays) for your request to take effect.

8. **Does Courtesy Pay apply to all debit card transactions?**
   No. Courtesy Pay only applies to “everyday” debit card transactions. This refers to a transaction that is performed to pay a single purchase and not made on a regular or “recurring” basis, normally for the same amount and at approximately the same time each month. These “recurring payments” typically authorized for payment of utilities or other types of regular bills are not included in the “Opt In” requirements. Those recurring transactions may be authorized by NECU if they would overdraw the account, and a Non-Sufficient Funds (NSF) fee may be charged. [Please refer to our Schedule of Fees.](#)

9. **What types of accounts are covered?**
   The Courtesy Pay program only covers deposit accounts to the extent that they may be overdrawn by everyday debit card transactions.
10. Is it possible to see if I have opted in or opted out of Courtesy Pay through online banking?
   Yes. You may check your Courtesy Pay status through online banking. Simply click on the Services tab.

11. What is the difference between an overdraft and an NSF fee?
An overdraft occurs when you don't have the money in your account to pay one or more of your transactions, but as a courtesy we may honor the transaction(s) and allow your account to temporarily have a negative available balance. An NSF occurs when you don't have the money in your account to pay one or more of your transactions and you have exhausted the available balance of all of your elected overdraft protections (e.g. savings, reserve line-of-credit). The item is not paid by NECU and it is declined.

12. Do I need to meet eligibility criteria for Courtesy Pay benefits?
   Yes, Courtesy Pay may be removed at our discretion and we reserve the right to refuse to pay any item that is presented. You will be notified that Courtesy Pay has been removed when applicable.

13. If I have multiple checking accounts, can I have Courtesy Pay on both?
   Yes. However, you must opt-in to the Courtesy Pay program for each checking account.

14. Is there a limit to the number or amount of overdraft fees NECU can impose once I have opted in?
   No. There is no limit on the total fees NECU can charge you for overdrawing your account.

15. What is meant by one-time debit transactions?
   A one-time transaction is defined as a transaction that is performed to pay a single purchase. This differs from a debit transaction that was set up in a recurring method to pay utility bills, insurance premiums, mortgages, etc.

16. What happens if I don’t “opt-in”?
   NECU will not be able to authorize and pay overdrafts for debit card point-of-sale transactions and your transaction will be declined. Only checking and ACH transactions will be paid.

17. What happens if I change my mind?
   You have the right to revoke your decision and “opt-in” or “opt-out” at any time through the same manner as listed above.

18. Are all my accounts (personal and business) subject to this requirement?
   No. Courtesy Pay only covers “consumer accounts,” so the rules only apply to accounts established primarily for personal, family or household purposes. It does not apply to business accounts.

19. What is the difference between everyday debit card transactions and recurring debit card transactions?
   Everyday debit card transactions are those individual, one-time (non-recurring) debit card purchases you make through your day-to-day spending, e.g., at a store, over-the-phone, or online. A recurring debit card transaction is one that is arranged ahead of time by authorizing a merchant to debit the card on an ongoing basis (such as to pay a monthly gym membership).

20. Are there other options to consider in addition to Courtesy Pay?
   Yes. Other options include overdraft protection; whereby you may link your checking account to another NECU account, such as a savings account or credit card. If there is not enough money in your checking account to cover the cost of a transaction, money from the linked account is automatically transferred to help make up the difference. Overdraft Protection also helps prevent returned checks and other overdrafts from occurring. There is a fee for each occurrence when this service is used in conjunction with a savings account or with an NECU Visa credit card.

21. What if I have a combination of different transactions that cause an overdraft? Can NECU charge a fee if I opted-out?
   NECU may charge an overdraft fee for checks, ACH, and recurring debit card or online bill pay overdrafts. If one of these types of transactions causes an overdraft, NECU may charge a fee. Please refer to our Schedule of Fees.