

## **Overdraft Protection Services – Frequently Asked Questions**

### **Q – What is an overdraft?**

A – An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it anyway.

### **Q – What is Overdraft Protection Services?**

A – With Overdraft Protection Services, we can cover your overdrafts in three different ways:

1. We have standard overdraft practices that come with your account as a service.
2. We also offer overdraft protection plans, such as a link to a savings account, which may be less expensive than our standard overdraft practices.
3. In addition, we offer a line of credit, which functions similar to an unsecured loan.

### **Q. How can I find out more about all the overdraft protection services?**

A - To learn more, ask us about these plans. This notice explains our standard overdraft practices. Ask a Relationship Banker about the overdraft protection service disclosure document.

### **Q - What are the standard overdraft practices that come with my account?**

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

- Checks and other transactions made using your checking account number
- Automatic bill payments

### **Q – Am I guaranteed that an overdraft transaction will be paid?**

A - We pay overdrafts at our discretion, which means we do not guarantee that we will always authorize and pay any type of transaction. If we do not authorize and pay an overdraft, your transaction will be declined.

### **Q - What fees will I be charged if FSB, a division of Y-12 Credit Union pays my overdraft?**

A - Under our standard overdraft practices:

- We will charge you a fee of up to \$35.99 each time we pay an overdraft.
- You will only be charged overdraft fees for up to 6 transactions per day.
- Also, if your account is overdrawn for 30 or more consecutive business days, we will charge an additional \$30.

### **Q – Will I be charged an overdraft fee if I overdraw my account by a few dollars?**

A – We do not charge a \$35.99 overdraft fee for items that overdraw an account less than \$10.00. This is because we understand that sometimes errors happen.

### **Q – What overdraft transactions will you not automatically pay?**

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

- ATM transactions
- Everyday debit card transactions

**Q - What if I want First State Bank to authorize and pay overdrafts on my ATM and everyday debit card transactions?**

A - To sign up for overdraft coverage for ATM and one-time debit card transactions, or for information about overdraft protection plans:

- Complete the Reg E Opt-In and return it to any of our branch locations or mail it to: First State Bank of the Southeast at 1820 Cumberland Ave, Middleboro KY 40965.
- Email the form to us at [internetbanking@ourfsb.bank](mailto:internetbanking@ourfsb.bank)
- Contact our call center at 800-248-5950.
- Visit our website at [www.ourfsb.bank/connect/contact-us](http://www.ourfsb.bank/connect/contact-us)

**Q – What happens if I change my mind about Opting-In to have ATM and debit card transactions paid into an overdraft protection limit? Can I change my mind?**

A – Of course, you can always change your mind. Simply notify the Bank that you no longer want the overdraft protection limit applied to these types of transactions. Notification may be provided by:

- Completing the Reg E Opt-Out and returning it to any of our branch locations or mailing it to: First State Bank of the Southeast at 1820 Cumberland Ave, Middleboro KY 40965.
- Emailing the form to us at [internetbanking@ourfsb.bank](mailto:internetbanking@ourfsb.bank)
- Contacting our call center at 800-248-5950.
- Visiting our website at [www.ourfsb.bank/connect/contact-us](http://www.ourfsb.bank/connect/contact-us)

**Q – Is having an overdraft protection limit required for me to have a checking account at First State Bank?**

A – Although the overdraft protection limit is a standard service offered with most checking accounts, it is not a requirement to have a checking account. Simply let us know that you do not want an overdraft limit. Transactions presented for payment with unavailable funds, and without an overdraft protection limit, will be returned to the depositor's bank and a fee of \$35.99 will be charged per transaction returned.

**Q – How will I know if an overdraft has occurred on my account?**

A – Notices of overdrafts are sent to customers at the time of occurrence, detailing the balance on the account and transaction/s that were presented for posting. Also, the decision to pay or return the transaction to the depositor, and the number and amount of fee/s assessed will be included in the notice.

Customer account detail is available through Online Banking or Mobile Banking at any time.

**Q – If transactions are paid into the overdraft protection limit, will I be reported to a Credit Agency?**

A – No, transactions paid into an overdraft protection limit will not be reported to a Credit Agency, unless the overdraft balance is not brought current over a reasonable period of time.