

## OVERDRAFT PRIVILEGE & OPT-IN FREQUENTLY ASKED QUESTIONS

### WHAT IS AN OVERDRAFT?

*An overdraft occurs when you do not have enough money in your account to cover a payment you have authorized, but the bank pays it as an accommodation, trusting that you will repay the amount of the overdraft.*

### HOW WILL I KNOW IF I AM GOING TO OVERDRAW MY ACCOUNT?

*We always display the most current balance we have on your account when you do a balance inquiry through one of our ATMs, our phone inquiry system, our Internet banking system or at the teller line. Please remember that you are the only one who knows what transactions are outstanding that have not posted to your account yet, so with that information you can determine if a transaction would overdraw your account or not.*

### WHAT IS OVERDRAFT PRIVILEGE (ODP)?

*Overdraft Privilege is a non-contractual service designed to help guard you against having items returned by the bank.*

*VantageSouth Bank offers discretionary standard overdraft privilege. What this means is the bank may pay into overdraft checks and other transactions made using your checking account number or automatic bill payments. The bank will not pay ATM and everyday debit card transactions into overdraft for consumer accounts unless you ask us to do so and "[Opt-In](#)."*

*Refer to our [Discretionary Overdraft Privilege Disclosure](#) for further details.*

### WHAT DO YOU MEAN BY OPT-IN?

*Because of federal regulations, if you are a consumer (non-commercial) customer, we require that you give us permission to continue to pay any ATM or everyday debit card transactions that would overdraw your account. Our standard overdraft fees would continue to be applied for each overdrawn item. In other words, you must give us permission to cover these types of transactions. If you don't give us that consent by "opting-in", we will be forced to decline your card when you do not have enough money in your account.*

*You can opt-in by mail, by telephone, at one of our branches, or through a website we have set up for just this purpose: <http://vantagesouthoptin.com>. Please note you can change your decision at any time using any one of these methods.*

### WHY SHOULD I OPT IN?

- *First, it doesn't cost anything to opt-in. You only pay a fee if you overdraw your account.*
- *Second, if you are in a situation where an everyday debit card or ATM transaction would overdraw your account, we will decline the transaction if you have not Opted In. This could be a situation that is not even your fault.*
  - *For example, your payroll direct deposit does not post to your account when it was supposed to because of a mistake by your employer's payroll company and you find yourself needing something such as gasoline. If you do not opt in, we would be forced to deny your ATM/debit transaction if it overdrew your account.*
- *Third, it can save you from embarrassment, inconvenience and frustration.*
  - *For example, you are taking an important client or date to dinner and pay with your debit card. For some reason you do not have enough funds in your account. If you have opted-in to overdraft coverage for everyday debit card transactions, your card may have been accepted under the overdraft program. And, since the restaurant knows that you have insufficient funds in your account, they probably are not going to take a check either.*

### WHAT DOES THIS MEAN TO ME?

## OVERDRAFT PRIVILEGE & OPT-IN FREQUENTLY ASKED QUESTIONS

- **Opt-In.** *If you opt-in, you are telling us that you DO want us to try to cover your ATM and everyday debit card transactions regardless of the funds that exist in your account. You are willing to incur the fees that we've outlined for this service and you will be saved the frustration and embarrassment of having your card declined.*
- **Not Opting-in.** *If you decide NOT to opt-in, you are telling us that you do NOT want us to cover your everyday debit card and ATM transactions when there are insufficient funds in your account. We will not charge you any overdraft fees, but your transaction will be declined.*

### **CAN I CHANGE MY MIND?**

*Yes, you can change your decision at any time by contacting us. You can do so by mail, by telephone, at one of our branches, or through a website we have set up for just this purpose: <http://vantagesouthoptin.com>.*

### **WHAT IF SOMEONE HAS A JOINT ACCOUNT?**

*Either account holder can make the decision. The most recent decision on file with us is the one we will use.*

### **WILL DECIDING NOT TO OPT IN AFFECT THE PAYMENT OF CHECKS OR ACH TRANSACTIONS?**

*No, if you qualify for our discretionary overdraft program and your account is in good standing, we will continue to strive to pay your checks or ACH items in case of overdraft.*

### **I AM A BUSINESS, COMMERCIAL, OR DOING BUSINESS AS (DBA) CUSTOMER, DO I NEED TO OPT-IN FOR THE BANK TO PAY ATM AND EVERYDAY DEBIT CARD TRANSACTIONS?**

*No, Federal regulations that require the Bank to obtain an affirmative Opt-In decision from a customer in order to try and cover ATM and everyday debit card transactions does not apply to non-consumer account holders (e.g. business, commercial or DBA accounts). The regulation only applies to consumer/personal accounts.*

### **HOW DOES THE OVERDRAFT PRIVILEGE SERVICE ON MY ACCOUNT WORK?**

*As long as you maintain your checking account in good standing (defined as making regular deposits and bringing your account into a positive balance at least once every 30 days), we may pay overdrafts at our discretion, which means we do not guarantee that we will always authorize and pay any type of transaction.*

*If you use ODP, you should remember the bank's normal non-sufficient funds (NSF) fee for each transaction would be deducted from your account.*

### **WHAT OTHER OPTIONS DO I HAVE IF I OVERDRAW MY ACCOUNT OTHER THAN USING OVERDRAFT PRIVILEGE?**

*We also offer overdraft protection plans, such as automatic account transfer, which may be less expensive than our standard overdraft practices. Contact your local branch for more information or visit the Overdraft Services page on our website at [www.vantagesouth.com](http://www.vantagesouth.com).*

### **WHAT IF I HAVE AN OVERDRAFT ACCOUNT LINK (e.g. transfer from another account) OR A LINE OF CREDIT TIED TO MY CHECKING ACCOUNT?**

*Only after the Overdraft Link or Line of Credit has been exhausted, would you receive the ODP to cover overdrafts.*

### **HOW SOON CAN I USE MY ODP?**

*All new accounts are available to receive an overdraft privilege amount of \$100. If your account remains in good standing, additional overdraft privilege may be made available after 33 days.*

### **HOW MUCH DOES MY ODP COST?**

- *We will charge you \$15.00 for each item under \$10 that is paid using ODP.*
- *We will charge you a \$36.00 per item fee for each item of \$10.00 or greater that is paid using*

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*ODP.*

- *We will charge no more than five (5) overdrafts fees per day, for a maximum total of \$180.00.*
- *If your account is overdrawn for 5 or more consecutive business days, we will charge an additional \$5 per day until your account is brought to a positive balance.*

### **WHAT ARE THE WAYS I MAY ACCESS MY ODP?**

- *Checks and other transactions made using your checking account number*
- *Automatic bill payments*
- *Recurring debit card transactions; such as a utility bill*
- *ATM and everyday debit card transactions for business accounts*
- *ATM and everyday debit card transactions for consumer accounts only if you have authorized us to do so and "Opt-In."* .

### **HOW DO I KNOW WHEN I USE ODP?**

*You will receive an overdraft notice in the mail each time items are paid by ODP. The notice will show the check number, amount and the NSF fee. Remember to subtract total fees from your checkbook register.*

### **IN WHAT ORDER WILL THE CHECKS I WRITE OR DEBITS I AUTHORIZE PAY?**

*VantageSouth Bank's policy is to process items by category of payment type in the following order:*

- 1) Debit card transactions and ACH withdrawals;*
- 2) Electronic payments initiated through online bill pay;*
- 3) Automated clearing house (ACH) payments;*
- 4) Checks*

***Within the category listed below, we will pay items presented for payment against your account in chronological order using the date and time the transaction was authorized:***

- 1) Debit card transactions and ATM withdrawals*

***Furthermore, within each of the following categories, we will pay the smallest items first in ascending order of dollar value:***

- 1) Electronic payments initiated through online bill pay;*
- 2) Automated clearing house (ACH) payments;*

***Checks will be paid in ascending check number sequence.***

***This list is not all inclusive because of other items that may pay first such as a cashed check on your account at a VantageSouth branch or an automatic draft for a VantageSouth Bank loan payment.***

***The order in which items are paid is important if there is not enough money in your account to pay all of the items that are presented. We encourage you to keep accurate records and practice good account management. This will help you to avoid conducting transactions without sufficient funds and incurring the resulting fees.***