



## Frequently Asked Questions

RE: ATM/Debit card Changes effective June 23, 2010

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**Why are there changes occurring?** In conjunction with new Federal requirements related to consumer one-time debit card and ATM transactions and member feedback, we are providing you with a clearer picture of your daily finances to reduce unexpected overdraft fees caused by such transactions. These changes will reduce the likelihood of inadvertently overdrawing your account. And, they will provide you with better control over your finances, resulting in a better understanding of when a fee may be charged to your account.

**When will these changes be effective?** These changes are effective June 23, 2010.

**Specifically, what is changing?** We are changing the way we process one-time debit and ATM card transactions. We will begin processing transactions based on actual, real-time balances – 24-hours a day, 7-days a week. General Electric Credit Union (GECU) will only authorize one-time debit card and ATM withdrawal transactions if it is determined that you have enough funds to cover the request at the time of the transaction, plus any available Overdraft Line of Credit connected to that account. Recurring debit card transaction processing will remain unchanged.

In addition, deposits made at deposit-accepting ATMs will be subject to a two business day hold. All ATM withdrawals and debit card transactions processed as “debit” (PIN-based transactions; if you enter your PIN when using your debit card) will post to your account immediately. Debit card transactions, processed as a “credit” transaction will be immediately deducted from your available share draft/checking balance and placed on authorized hold for three business days or until the transaction is posted by the merchant (whichever occurs first). Note: A merchant transaction may still clear after the three day hold.

**Will there be a time when I cannot use my debit or ATM card?** During the transition on June 23<sup>rd</sup>, you may experience a brief interruption in service with your ATM or Debit card.

**What do you mean by “one-time” debit card transactions?** There are two types of debit card transactions that can occur. The one-time debit card transaction and the recurring debit card transaction. The one-time debit card transaction takes place when using your card to make purchases at the: grocery store, gas station, movie theater, restaurant, retailer, online, over the phone, etc.; when you use your card for a single transaction. A recurring debit card transaction is when you have given your card number to a merchant that will charge your card as payment on a regular basis. This could be a monthly recurring payment for a gym membership, a quarterly payment for insurance premiums, or any time there would be on-going, subsequent payments.

**Can you give me an example of how the new processing will affect me?** **ATM:** Once the changes go into effect, if you try to perform an ATM withdrawal that would bring your available balance below zero, your transaction will be declined. **DEBIT:** As of June 23<sup>rd</sup>, if you attempt to make a purchase at a grocery store and that purchase is greater than the available balance in your account, the transaction will be denied. In both instances, your account will not be overdrawn and there will not be an overdraft fee.

**You mention one-time debit and ATM transactions. What about checks, recurring debit card and pre-authorized ACH transactions, WebBillpay transactions, and other electronic payments?** Processing of these items will remain unchanged. With regards to clearing these transactions, it's important to know that we process in ascending order. This means we clear smallest amounts to largest amounts allowing more items to clear. The method results in fewer fees for non-sufficient funds. Should there not be adequate funds in your account to cover the items trying to clear, a returned item fee



will be charged. If there is an ODLOC connected to the account, the available balance/limit will be considered and transferred to the account to clear the check(s)/ACH(s) if available.

**Are there other ways I can still overdraw my account and have a negative balance?** Yes. This can occur when checks, pre-authorized ACH transactions, Web BillPay transactions, and other electronic payments attempt to clear your account and there is not a sufficient, available balance. Should this occur, you will be charged a Returned Item Fee of \$30 for each item and the check/payment will be returned or denied. The \$30 fee may take your account balance negative. If this occurs, you are obligated to bring your account to a positive balance promptly.

**How can I avoid being potentially declined or going negative?** It is important to keep an accurate record of the amount of money in your account(s). Online Banking and Sourceline are two, free services we offer which allow you to access your current account balances, history, and give you the ability to transfer money between accounts. However, remember to keep in mind to subtract any recent transactions that may not have come through (i.e. outstanding checks, pre-scheduled ACH and debit card payments, etc.) as those may come through later and reduce your available balance. Transfers between accounts will be applied immediately; your balance will reflect the transferred amount as soon as it occurs.

To ensure prompt deposit and recognition of funds for employment/government checks, have them direct deposited into your account. This will give you access to these funds as quickly as possible. You will not lose valuable time spent traveling to our office, standing in line, and depositing your check; all the while, transactions may be attempting to clear your account.

Members have mentioned not being aware of an authorized joint account holder using their debit card thus decreasing their account balance. One way to assist with recognizing debit card transactions is to check the Authorization Holds, found in Online Banking (beginning June 23<sup>rd</sup>), determine outstanding purchases/withdrawals made and account for them. Also, this is a good way to monitor your account against unauthorized usage. If after conferring with other account holders that a transaction was not theirs, contact us immediately so we can assist you in the case of potential fraud.

In addition, we offer an Overdraft Line of Credit (ODLOC). If you have an ODLOC connected to your account, the available limit on this ODLOC will be included in the account available balance helping to prevent declined transactions and returned item fees.

**What is an "Overdraft Line of Credit (ODLOC)?"** An ODLOC can be applied for, and connected to, either a Share/Savings account or a Share Draft/Checking account. The available balance (or available limit) on this line of credit will be added to the available balance in your account and considered at the time transactions are being authorized or clearing your account.

**How do I get an Overdraft Line of Credit and how can that help me?** You need to apply for an ODLOC as it is a loan – an extension of credit. You can apply by calling our phone loan center, apply online, or visit any of our office locations. There is more information about how to apply at the end of this FAQ's.

If there are not enough funds in your account to cover a debit or ATM transaction, the ODLOC can help you by adding the line of credit available balance/limit to your available account balance. Should there be enough of an available balance/limit, that amount will be transferred over to the account to cover the transaction thus allowing the authorized transaction, or item trying to clear, to go through and not be declined or returned.

**How much does it cost to use the ODLOC?** There is no cost to apply for an ODLOC. If there is an advance made on the loan, created by check, ATM or debit transaction, ACH, or other electronic means, there is a fee of \$2.00 per advance. Please note: The charge is \$2.00 per advance, not per item. Therefore, if multiple items are clearing at one time, the total amount required for the items to clear will be transferred in one lump sum and will incur one \$2.00 transfer fee. This fee can be avoided by self-transferring the funds through Online Banking. As this is a loan, there is an annual percentage rate



charged on any outstanding balance; you will pay simple daily interest on any outstanding balance. Ask us for specific details.

Comparatively, we do not charge a daily fee each day you have an outstanding balance and we do not charge a monthly or annual fee for having the ODLOC. Our rate and transfer fee is significantly lower than the average per item overdraft fee charged by some financial institutions.

**How can I access my account balances, history, perform transfers between accounts, and even access an ODLOC at my convenience?** There are two ways and we provide both services for free. Online Banking is a powerful tool in understanding exactly what is going on in your account(s) and in keeping tight control of daily finances. For example, if you know there are outstanding checks and your account balance is not sufficient should they clear, use the transfer feature to transfer money from another account or an ODLOC. This will save you from having the item returned, paying the merchant a potential returned check fee, and paying us a returned item fee. And, if you transfer the funds from an ODLOC yourself, you have also saved the \$2.00 transfer fee.

Sourceline provides access to your account via a touch-tone phone. You can perform all of the transactions mentioned for Online Banking above, however you cannot transfer funds from an ODLOC. The only way you can do this is through Online Banking. Even if you are signed-up for Online Banking, this service is great for when you are on the go, traveling, or simply don't have access to the Internet.

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Please contact us for any additional questions you may have regarding this change. Visit our website or contact us for additional information on, or to apply/sign-up for, any of the products or services mentioned.

Visit any branch location during regular business hours. Our Reading Road, Mason, Loveland, and Fairfield hours are:

Monday – Thursday: 9:00 am – 5:00 pm

Friday: 9:00 am – 6:00 pm

Saturday: 9:00 am – 2:00 pm

**You can apply for an ODLOC, or apply to increase an existing ODLOC limit, by visiting any branch location.**

Other office location hours vary, please contact us or visit our website for details.

Our website address is: [www.gecreditunion.org](http://www.gecreditunion.org)

**To contact a Member Service Representative by phone:**

513.243.4328 (GECU)

800.542.7093

FAX: 513.398.0076

Hours: Monday-Thursday 8 a.m. - 5 p.m., Friday 8 a.m. - 6 p.m., Saturday 9 a.m. - 2 p.m.

The telephone hours differ slightly from our office hours, please see locations and hours for the hours of our offices.