



CONSUMER COURTESY PAY FAQs

What is “Courtesy Pay?”

If you don’t have enough money in your account to cover a purchase, Courtesy Pay may help by ensuring that your transaction is covered, even if you run short of funds in your account.

Recent Federal Regulation now **requires you to opt in** to receive Courtesy Pay service on your everyday, one-time debit card and ATM transactions. Purchases through check, automatic payment or ACH (automatic clearing house) are not affected.

What happens if I don’t opt in?

If you do not opt in and do not have available funds in your checking or through overdraft protection, your everyday debit card transactions will be declined.

Is there a cost to opt in?

No. There is no cost to opt in to Courtesy Pay. There is also no cost to use the service unless you need it. Should you need it, there is a \$30 overdraft fee for us to pay the item instead of declining the transaction.

If I opt in, will my debit card purchases always go through?

Whether or not the transaction is paid will be at PNWFCU’s discretion. We will make every attempt to pay the transaction, but there is no guarantee.

How can I opt in?

In order to take advantage of this important member benefit you can opt in any one of these three easy ways:

1. Complete and return an opt in form by mail or bring it to your nearest branch, or
2. Complete the online opt in form in Account Access at www.pnwfcu.org, or
3. Call us at 1-800-444-5858, Monday through Friday, 8 a.m. to 6 p.m.

5 Tips to Help Avoid Overdrafts

As “Your Financial Partner for Life,” PNWFCU encourages responsible management of our members’ finances. Here are five tips that may help you avoid overdrafts:

1. Track your spending

Before making a purchase, check your balance online at pnwfu.org, with our mobile app, or by calling us at 1-800-444-5858. Use our Money Management tool inside online banking to set up a budget and track your goals so that you don’t overspend.

2. Sign up for overdraft protection

If you don’t already have it, set up an overdraft protection plan to automatically transfer funds from other accounts to your checking in the event of an overdraft.

3. Set up free direct deposits

Direct deposit is a free service that PNWFCU offers our members. Having your paycheck automatically deposited into your checking account helps ensure you will have funds to cover the costs of your purchases. Establishing an emergency savings account and regularly depositing funds can also help cover unexpected expenses.

4. Sign up for free email and text alerts in Online Banking

The convenient and free email and text alerts help you keep in touch with your finances. You’ll automatically receive an email or text when your balance goes below an amount you specify. You can also sign up for free alerts (when a fee has been charged) in Money Management, so you will know if you have been charged a fee.

5. Track debit and credit purchases with Card Center

Use Card Center in online banking and our app to get an alert each time your debit or credit card is used. You can also restrict spending in Card Center.

Questions?

Contact your local Member Service Representative at 1-800-444-5858, visit us online at www.pnwfcu.org or stop by your nearest branch for more help with avoiding overdrafts.