

## Deposit Account Agreement (effective 1/3/2023) Questions & Answers



*United Bank is updating its agreement that governs deposit accounts held by new and existing consumer and business customers. It replaces all prior agreements regarding the deposit account. Customers are being notified of this update through December 2022 statement messaging. The new agreement is available for review at <https://www.accessunited.com/disclosures>. Our Call Center will also mail a physical copy upon request. Below are frequently asked questions and answers regarding this update.*

### **Q: Why are you changing the deposit account agreement?**

A: We have made reductions in three (3) of our account fees: our non-sufficient funds fee (\$22), our chargeback fee (\$5) and our sweep account service fee (\$0). These are outlined in our Fee Schedule on page 34 of the agreement.

We have also used this opportunity to further explain our policy regarding (1) the representation of non-sufficient funds items, and (2) card transactions that are authorized against available funds but settle against insufficient funds. Additional verbiage covering these two topics has been added to the section titled 'Overdrafts and Non-Sufficient Funds (NSF)' on page 10 of the agreement.

### **Q: What is the difference between a non-sufficient funds fee and an overdraft fee?**

A: We charge a non-sufficient funds (NSF) fee when you do not have enough money in your available balance to pay an item and we return the item unpaid. We charge an overdraft fee when you do not have enough money in your available balance to pay an item, and we pay the item within your Overdraft Service limit.

### **Q: The overdraft fee and the NSF fee previously were the same – both were \$33. Now they are different?**

A: Yes. We have reduced the amount of the NSF fee to \$22 per item. Our reduction in the fee will lessen the hardship to our customer.

### **Q: How can I avoid any NSF and overdraft fees?**

A: United Bank provides several options to help customers avoid fees associated with an insufficient Available balance.

- Set up a Sweep Account Service – we can automatically draft funds from another United Bank deposit account to cover an incoming item if you have insufficient funds to cover the item. This sweep transaction will have no service fee effective 1/3/2023. Call us at 770.567.7211 to request this service.
- Enroll in free digital services to monitor your account balances 24x7. You can set a daily notification of your available balance to be texted to you each day. Use our free mobile

app to review daily transactions and transfer funds if needed. Visit <https://www.accessunited.com/personal/online-banking> to enroll now.

- Consumer deposit customers may be eligible for a CashPlease loan, which is a short-term, 90-day loan available 24x7, via our secure, online application. No credit check is involved; the decision is based on your checking account relationship. See <https://www.accessunited.com/personal/cashplease> for more information.
- Consider opening a United Account. This account does not offer check writing capabilities or provide Overdraft Service. The account does not incur overdraft or NSF fees. If you would like to open this type of account, please visit one of our bank offices. For more information, visit <https://www.accessunited.com/personal/the-united-account>.

**Q: How do I opt-in to have United Bank's overdraft service?**

A: Overdraft Service is available to eligible consumer and business accounts. Some account types are not eligible. Visit a United Bank office or call us at 770.567.7211.

**Q: How do I opt-out of my overdraft service?**

A: Customers may opt-out of overdraft service at any time. Visit a United Bank office or call us at 770.567.7211.

**Q: I would like to have overdraft service that covers my incoming checks and automated drafts, but I do not want my service to cover debit card transactions. Can I do that?**

A: Yes. You may opt-in to the overdraft services we provide but instruct us not to cover any debit card transactions being presented for authorization against an insufficient available balance. Visit a United Bank office or call us at 770.567.7211 to make that request.

**Q: What is Sweep Account Service and how do I use it to cover my NSF items?**

A: Sweep Account Service is a service that transfers available funds from your eligible checking or savings account to a linked checking or savings accounts to help cover NSF items. To enroll, you must be an owner on both accounts. One sweep transfer will be made at the end of the business day during nightly processing if additional funds are needed to cover an NSF item(s). Beginning 1/3/2023, there will be no charge for this service.

**Q: What if I have both Sweep Account Service and Overdraft Service? Which service is primary, and attempts to cover my non-sufficient item first?**

A: Your sweep account service is primary and will be used first to cover any incoming NSF items. Your overdraft service will be used only if the sweep funds were unable to cover the incoming item.

Visit <https://www.accessunited.com/avoiding-overdrafts> for a summary of United Bank's products, free services and tips for avoiding overdraft fees.