



## OVERDRAFT POLICY

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### GENERAL INFORMATION

An insufficient balance could result in several ways, such as (a) the payment of checks, electronic funds transfers, electronic funds transfer fees, ATM or other withdrawal request; (b) payments authorized by you; (c) the return of unpaid items deposited by you; (d) the imposition of bank service charges; or (e) the deposit of items which, according to Citizens Community Federal N.A.'s ("Bank") Funds Availability Policy, are treated as not yet available or finally paid. The Bank is not obligated to pay any item presented for payment if your account does not contain sufficient funds. An overdraft occurs when you do not have enough money in your account to cover a transaction; however the Bank pays it anyway. Transactions may not be processed in the order in which they occur. The order in which transactions are received by the Bank and processed can affect the total amount of overdraft and return item fees incurred by you.

The Bank may refuse to pay an overdraft for you at any time, even though the Bank may have previously paid overdrafts for you. You will be notified by mail of any non-sufficient funds items paid or returned that you may have; however, the Bank has no obligation to notify you before it pays or returns any item. The amount of any overdraft plus the overdraft item fee(s), return item fee(s) and daily overdraft fee(s) that you owe the Bank shall be due and payable upon demand. If there is an overdraft paid by the Bank on an account with more than one (1) owner on the signature card, each owner, and agent if applicable, drawing/presenting the item creating the overdraft, shall be jointly and severally liable for such overdraft, plus the overdraft item fee(s) and return item fee(s).

If your account balance remains insufficient (negative), you will receive a notice in the mail. The notice will show the check number, amount and the overdraft or return item fee(s). You should subtract the total fees from your account balance to calculate the total amount overdrawn. The Bank will periodically send written communication if the account remains in a negative balance. If your account remains negative for 30 days, Discretionary Protection will be suspended, if applicable. If your account balance remains negative for 60 days, your account will be closed. This action does not relieve you of your obligation to repay the overdraft amount owed to Citizens Community Federal N.A. You will be reported to ChexSystems, a consumer reporting agency. These actions may disrupt your ability to obtain a deposit account at another financial institution, and may damage your credit rating.

### OVERDRAFT COVERAGE OPTIONS

To learn more, ask a banker for detail.

1. Funds Transfer (Simple Transfer): Automatically transfer funds from another deposit account.
2. Unsecured line of credit, such as Simple LOC, that is linked to your checking account.
3. Discretionary Protection: Overdraft Service

### **DISCRETIONARY PROTECTION: OVERDRAFT SERVICE ADDITIONAL INFORMATION**

Discretionary Protection is not a line of credit, or a right or obligation guaranteed to you. This is a discretionary service that can be changed or withdrawn at any time without notice.

Under Discretionary Protection, our standard overdraft practice is to strive to pay your overdrafts when your account meets certain discretionary criteria. Our criteria may include, but is not limited to, any or all of the following and is subject to change without notice:

Age of your account,  
Deposit behavior in your account and any related accounts,  
Overdraft behavior of your account and any related accounts,  
Status of any loan or other obligation to us,  
Status of any legal or administrative order or levy.

We have adopted Discretionary Protection to provide you the highest level of service and for the highest efficiency in managing customer overdrafts consistently and fairly. At our discretion, we may pay and permit transactions when you do not have sufficient available funds, although special arrangements or circumstances may change this amount. Overdraft and return item fees apply. No interest will be charged on the overdraft balance.

You may opt out of the service at any time; however you are responsible for any overdrawn balances at the time of opting out. Discretionary Protection should not be viewed as an encouragement to overdraw your account. As always, the Bank encourages you to manage your finances responsibly. In the event you would like to have this service removed from your account, you do so by simply notifying Citizens Community Federal N.A.

Discretionary Protection is available to individually/jointly owned consumer checking accounts, as well as small business checking accounts, in good standing. The Bank reserves the right to discontinue this service at any time without prior notice and limit participation to one account per business taxpayer identification number.

You should note that your Discretionary Protection limit is not included in your available balance provided through Online Banking or the Bank's 24-hour Telephone Banking service. Discretionary Protection is available for your use at ATM's and when making purchases, if you have opted in for overdrafts for ATM withdrawals and everyday debit card transactions. However, it will not be included in the balance printed on your ATM receipt.

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