



INTRODUCING HEADS UP Privilege Pay from Howland-Enfield Federal Credit Union

What Can HEADS UP Privilege Pay Mean to You?

Some of us occasionally find ourselves a little short on funds, which can inadvertently result in an overdraft. If something like this happens to you, HEADS UP Privilege Pay may save you embarrassment, time, money and hassle.

A Mistake in Your Checkbook

Have you ever forgotten to make an entry in your checkbook that resulted in an overdraft? With HEADS UP Privilege Pay your overdraft may be covered.

Miscommunication Between Multiple Account Holders

Do you have two family members with access on one account? If someone forgets to mention an ATM transaction or debit card purchase it might result in an overdraft. With HEADS UP Privilege Pay your overdraft may be covered.

An Unexpected Bill

Ever been short on cash due to an unexpected car repair or medical expense that caused an overdraft? With HEADS UP Privilege Pay, your overdraft may be covered.

HEADS UP Privilege Pay is a discretionary overdraft service from your credit union. Rather than automatically returning or declining an insufficient fund item that you may have, we will consider authorizing and paying your reasonable overdrafts and apply our standard NSF fee of \$32 per item to your account.

HEADS UP Privilege Pay Policy

(Discretionary Overdraft Service)

It is the policy of our Credit Union to comply with applicable laws and regulations, and to conduct business in accordance with applicable safety and soundness standards.

HEADS UP Privilege Pay Service is a discretionary courtesy or *service and not a right of yours nor an obligation on our part to consider paying your reasonable overdrafts. It is available if your eligible account has been open for at least sixty (60) days and thereafter you maintain your account in good standing, which includes at least: (A) Continuing to make deposits consistent with your past practices; (B) You are not in default on any loan obligation to Howland-Enfield Federal Credit Union; (C) You bring your account to a positive balance (not overdrawn) at least once every thirty (30) days; and (D) Your account is not the subject of any legal or administrative order or levy. Of course, any and all credit union fees and charges, including without limitation our non-sufficient funds/overdraft fees (as set forth in our fee schedules) will be included in this limit.

We are not obligated to pay any item presented for payment if your account does not contain sufficient collected funds. It is our standard practice, within our HEADS UP Privilege Pay Policy, to authorize and pay overdrafts for checks, automatic bill payments and other debit transactions made using your account number, unless you opt out for overdraft coverage on these types of transactions. We do not authorize and pay overdrafts for ATM withdrawals or everyday debit card purchases, unless you consent (opt-in) to overdraft coverage for these types of transactions. (Refer to opt-in form for details)

A non-sufficient funds balance may result from: A) The payment of checks, electronic funds transfers, or other withdrawal requests; B) Payments authorized by you; C) The return, unpaid, of items deposited by you; D) The imposition of credit union service charges; or E) The deposit of items which according to the credit union's Funds Availability Policy, are treated as not yet "available" or finally paid.

We may refuse to pay an overdraft for you at any time, even though your account is in good standing and even though we 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, we have no obligation to notify you before we pay or return any item. The amount of any overdrafts plus our \$32.00 Non-Sufficient Funds (NSF) Charge(s) (which is a per item fee) shall be due and payable upon demand. If there is an overdraft paid by us 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 overdrafts plus our Non-Sufficient Funds (NSF) Charge(s). As a general rule, when multiple items are received simultaneously for payment, the items will be cleared in the order they occurred which can affect the total amount of overdraft fees incurred.

Limitations: We may limit the number of accounts eligible for the HEADS UP Privilege Pay* service to one account per household.

*The HEADS UP Privilege Pay service does not constitute an actual or implied agreement between you and the credit union. Nor does it constitute an actual or implied obligation of or by the credit union. This service represents a purely discretionary Courtesy or privilege that the credit union may provide to you from time to time and which may be withdrawn or withheld by the credit union at any time without prior notice or reason or cause. Members wishing to be removed or opt out from the HEADS UP Privilege Pay program should contact a credit union representative.

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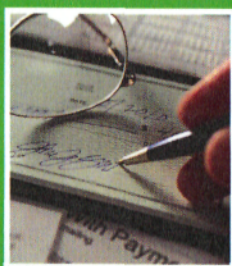
HEADS UP Privilege Pay



HOWLAND-ENFIELD
FEDERAL CREDIT UNION

An insufficient fund check that is returned or a debit card purchase attempt that is declined can be embarrassing, frustrating and in the case of checks, can result in fees from the merchant or retailer.

Howland-Enfield FCU understands that many people need an occasional safety net to avoid this type of situation, which is why we offer HEADS UP Privilege Pay.



What is HEADS UP Privilege Pay?

HEADS UP Privilege Pay is a non-contractual overdraft protection service that we offer to our members with eligible share draft

(checking) accounts. As long as you maintain your account in good standing, we may cover insufficient fund items up to your approved limit of \$400. We will charge our normal NSF fee of \$32 and send you a notice each time an overdraft occurs. You are required to bring your account to positive balance within 30 days.

It's that simple!

*Refer to our HEADS UP Privilege Pay Policy for more details for your checking account.

How can I have overdraft coverage for my checks, automatic bill payments and other debit transactions using my account number?

HEADS UP Privilege Pay is automatically added to your account for checks, automatic bill payments and other debit transactions using your account number, such as a gym membership, electric bill, etc. You can remove this service at any time by contacting us.

How can I have overdraft coverage for ATM withdrawals and Debit Card Purchases?

Simply contact us and ask to add overdraft coverage for your ATM withdrawals and everyday debit card purchases (see opt-in form for details). There are no applications or credit approvals necessary. You can revoke this service at any time by contacting us.

How can HEADS UP Privilege Pay benefit me?

HEADS UP Privilege Pay may save you the embarrassment of having your debit card declined or the expense of a returned check due to an error in your checkbook, an unplanned expense or just a shortage on cash between paydays.

How does HEADS UP Privilege Pay work?

With HEADS UP Privilege Pay, if we receive an item that causes the balance in your account to go below zero, as a courtesy, we may pay the item up to \$400; including the overdraft fee.

Are other overdraft protection options available?

Yes, we offer other overdraft protection plans, such as a link to a savings account, which may be less expensive than HEADS UP Privilege Pay. To learn more, ask us about these plans.

Is HEADS UP Privilege Pay a loan?

No. There are no loan applications to complete. It is a service provided by the Credit Union to assist you with occasional overdrafts.



How will I know if I use my HEADS UP Privilege Pay?

We will mail you a notice when you have an overdraft on your account that activates HEADS UP Privilege Pay. We will continue to send reminder letters of your overdraft until you bring your account to a positive balance.

What if I go over my HEADS UP Privilege Pay limit?

If you exceed the HEADS UP Privilege Pay limit, any additional items will be returned or declined when presented for authorization or payment.

Is there a charge for HEADS UP Privilege Pay?

There are no fees to have the service available on your account. If you use HEADS UP Privilege Pay you will be charged our standard fee of \$32 for each insufficient item as described in our HEADS UP Privilege Pay policy. The charges associated with HEADS UP Privilege Pay are also listed in the Schedule of Fees & Charges.

If I use my HEADS UP Privilege Pay, how long do I have to bring my account into balance?

You should bring your checking account to a positive balance as soon as possible. To keep your account in good standing, you have 30 days to pay any overdraft and associated fees. However, depending on the situation, we can ask for repayment at any time. Any deposit made automatically or by you will first be applied to any overdrawn balance and associated fees.

What happens if I can't bring my account to a positive balance?

If your balance remains negative for 30 days, your HEADS UP Privilege Pay will be suspended or revoked and you risk losing your checking privileges. The service may be reinstated when your account returns to good standing.

We encourage you to always manage your finances responsibly and use HEADS UP Privilege Pay as an occasional safety net.

