CHECKING MADE EASY

HOW TO MANAGE YOUR CHECKING ACCOUNT AND AVOID FEES.

Connex Credit Union
FOR ANYONE WITH A DREAM.
INFORMATION ON HOW TO AVOID FEES

Connex Credit Union has been advocating and serving our members since 1940. We are the fifth largest credit union in Connecticut and provide a full-range of financial services and support to over 58,000 members. We have created this informational guide for our members to help them manage their Connex checking account and save money by avoiding fees.

Our mission is to “Improve the Lives of Our Members ... One Member at a Time.” We will work with you to understand your goals, identify your financial needs and provide solutions to improve your life.

MAKING CHECKING EASIER FOR YOU

You’ve just taken a big step forward in your financial future by opening a Connex Credit Union checking account. We provide many ways to make checking convenient and easy.

This guide explains how to:

• Keep track of your checking account’s balance and transactions
• Manage the timing of your deposits and payments
• Avoid overdraft fees
• Take advantage of services that make checking easier

Using the information in this guide may also help you to eliminate the extra expense and inconvenience caused by over drawing your account.

TAKING CARE OF YOUR CHECKING ACCOUNT

You can control your finances and avoid unnecessary fees by following these suggestions:

• **Record your transactions right away:**
  Write all your transactions in your check register including checks, ATM withdrawals/deposits, Check Card purchases and automatic and scheduled bill payments.

• **Review your transaction history:**
  To be sure you’ve recorded all transactions in your check register, go to connexcu.org and view your pending and posted transaction history once a week, monthly – whatever works for you.

• **Check your account balance:**
  Be sure that the funds in your account are available before you write a check, make a withdrawal or purchase. If your balance won’t cover it, you may choose to delay it or make a deposit. You can verify your balance on connexcu.org or on your mobile device with our Mobile Banking App.

• **Compare your statement to your checkbook:**
  Compare all transactions listed on your statement with those recorded in your check register. Contact us immediately if you notice any discrepancies.

• **Balance your checkbook:**
  Follow the steps shown on the back of your monthly statement.


**WHEN DEPOSITS BECOME AVAILABLE**

<table>
<thead>
<tr>
<th>DEPOSIT TYPE</th>
<th>TYPE</th>
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</thead>
<tbody>
<tr>
<td>Same Day</td>
<td>• Electronic direct deposits and transfers</td>
</tr>
<tr>
<td>Next business day1</td>
<td>• Cash</td>
</tr>
<tr>
<td>after the day of deposit</td>
<td>• Wire transfers</td>
</tr>
<tr>
<td></td>
<td>• Checks drawn on us</td>
</tr>
<tr>
<td></td>
<td>• The first $200 of a day's deposits of checks</td>
</tr>
<tr>
<td></td>
<td>• Federal Reserve Bank Checks, Federal Home Loan Bank Checks and U.S. Postal Money Orders</td>
</tr>
<tr>
<td></td>
<td>• U.S. Treasury Checks</td>
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<tr>
<td></td>
<td>• Cashier, certified and teller checks, state and local government checks</td>
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<tr>
<td>Second business day after the day of deposit</td>
<td>The remaining funds of deposited checks</td>
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Additional information about deposits and funds availability:

- **ATMs**: Deposits made after an ATM's cutoff time are considered to be made the next business day1.

- **Checks**: If a check deposited is returned to Connex from the paying bank marked “insufficient funds,” we will deduct the full amount plus any fees from your account. As a courtesy to our members, we will make a second attempt to deposit the check. We will only deduct the Returned Check Fee one time.

- **Holds**: Sometimes a hold may be placed on funds you deposit by check, delaying your ability to withdraw for a longer period, under the following circumstances:
  - Remotely deposited checks over $200
  - We believe a check you deposit will not be paid
  - You deposit checks totaling more than $5,000 on any one day
  - You redeposit a check that has been returned unpaid
  - You have overdrawn your account repeatedly in the last six months
  - There is an emergency, such as failure of communications or computer equipment.

Refer to our Funds Availability Policy Disclosure for full details.

When you request your account balance from a Connex Credit Union Member Service Representative, view it on connexcu.org, on our Mobile App or on an ATM mini-statement, we provide two balances:

- **Current Balance**: This is the amount of money in your account from the prior day's closing balance adjusted for certain transactions received by Connex throughout the day.

- **Available Balance**: This is the amount of money available for immediate withdrawal. Any funds that are subject to hold are not included in this balance until the hold is removed.

Your account balance fluctuates throughout the day based on the transactions you make and when your deposited funds become available.

If you make a deposit in person, we will notify you if we decide at that time to delay your ability to withdraw funds and when the funds will be available. However, if your deposit is not made in person, (for example, if you mail the deposit), funds from these deposits will be available by the second business day after the day we receive your deposit. If we feel that we need to hold the deposit for longer than two business days, a notification will be mailed to you.
ADDITIONAL TOOLS TO HELP YOU AVOID OVERDRAFTS

At Connex Credit Union, we continue to develop new and better tools to help you track your spending and manage your checking account.  

- **Automatic Transfer – Overdraft Protection:** This service links your Connex checking account to your Connex Share Savings account. It is important to note that certain instances may result in multiple fees being charged for the same transaction. For example, if your linked account does not have sufficient funds to cover the item, you will be assessed a fee for the transfer of funds and a separate fee for not having sufficient funds in the linked account.

- **Overdraft Line of Credit:** Apply for a Connex Overdraft Line of Credit. Once the line is established (subject to credit approval), your checking account transactions are covered up to your available credit line. You pay interest based on the amount covered.

- **Use Connex Online Banking:** Connex Online Banking is a valuable tool that helps you stay up-to-date on your account activity and balance, and guard against overdrafts. Plus, you can easily move money between your accounts with immediate transfers between Connex accounts, a one-time transfer or recurring future transfers.

- **Mobile Banking:** With Mobile Banking from Connex Credit Union, you can easily and securely access your accounts anytime, anywhere all from your phone. You can check balances, see transaction history, transfer money, deposit checks and more. If you don’t have a smartphone, you can use text messages or access our mobile website.

- **Balance Alerts:** Timely notifications help you stay on top of your account activity. You can set up automatic alerts which are delivered by email when certain activities occur on your account(s). Alerts you can set up include: high and low balance, check cleared, payment due, payment past due and others.

- **Telephone Banking:** Our Call24 service, 1-800-CR-UNION (1-800-278-6466), will let you access your account information by phone.

ADDITIONAL OVERDRAFT SERVICES

- **Overdraft Services for Consumer Accounts:** At Connex Credit Union, we may allow you to overdraw your account at our discretion, based on certain factors – such as the length of time you’ve had your account with Connex and the balances you’ve maintained. When we allow you to overdraw your account, we may charge an overdraft fee. Please keep in mind that this is not a guarantee that all overdrafts will be authorized. It is important to note that certain instances may result in multiple fees being charged for the same transaction. For example, if your linked account does not have sufficient funds to cover the item, you will be assessed a fee for the transfer of funds and a separate fee for not having sufficient funds in the linked account.

- **Debit Card Overdraft Services:** At the time you make a Debit Card purchase, a request for authorization is usually sent to us. When this occurs, we will immediately reduce your available balance by the amount of the authorization. This will help you keep closer track of your balance available for spending. Please note that the dollar amount may be different from the actual purchase amount. This is more likely to happen at restaurants, hotels, gas stations, and other merchants that typically request an authorization that may differ from the purchase amount. When we receive the actual transaction, usually within two days, we will adjust your available balance if needed based on the amount of the transaction. If we do not receive the transaction within (3) business days, we will adjust your available balance as if you had not done the transaction.

If you would like us to consider allowing an overdraft for purchases using your ATM or Visa® Check Card, you will need to opt-in to Connex’s Debit Card Overdraft Services.

**How to Opt-In:**

**Call:** 1-800-CR-UNION (1-800-278-6466)

**Website:** Download the form from our website and mail to your local branch.

**If you do not wish to opt-in:** You don’t need to do anything. However, please note that we will not authorize Debit and ATM card purchases if you have insufficient funds available in your account. You can always change your decision about opting in later. Simply let us know.
CONNEX SERVICES THAT SIMPLIFY YOUR CHECKING

At Connex, you’ll find a selection of services to help you get the most from your account.

- **Direct Deposit**: Sign up for direct deposit to have your paycheck deposited automatically each payday. Be sure to include your account number and two-digit suffix. (For example, add 00 for Savings account or 20 for Checking account at the end of your seven-digit account number. DO NOT INCLUDE DASHES.) The Connex routing and transit number is 211178200. To arrange Social Security direct deposit, call the Social Security Administration at 1-800-772-1213.

- **Connex Online Banking**: Connex Online Banking gives you secure, easy access to your accounts online. Check out our website at connexcu.org for step-by-step instructions on how to register for Online Banking.

- **Mobile Banking**: Download the Connex Mobile Banking App to access your account anytime, anywhere from your phone. You can even use your phone to deposit checks.

- **Bill Pay**: With Bill Pay, you can save time and the cost of stamps while managing all of your bills in one convenient place.

- **eStatements**: Sign up for eStatements for safe and secure delivery of your statement. Log into Online Banking and click “Additional Services,” then “eStatements.”

- **Connex VISA® Check Card**: A Connex Visa Check Card is available at no extra charge with your checking account. Accepted at millions of merchant locations and ATMs worldwide, a Connex Visa Check Card looks like a credit card, but acts like a check because your purchases and cash withdrawals are deducted from your checking account. Visa’s Zero Liability policy protects you 100% against fraud for all of your check card transactions that take place on the Visa system.

- **Allpoint™ ATMs**: Connex members have access to the Allpoint Network of more than 50,000 ATMs worldwide and more than 43,000 nationwide.

- **Shared Branches**: We know not all members live or work near a Connex branch. Not a problem. We’re well connected. As a Connex member you have access to more than 5,000 locations across the U.S. Anytime you want to make a deposit, withdrawal or loan payment, just look for the CO-OP Shared Branching sign. You can also find Shared Branch locations closest to you on our website and mobile app. The transactions are real time and live, no matter where you are.

For questions or more information, please don’t hesitate to contact us at 1-800-CR-UNION (1-800-278-6466), visit connexcu.org, or stop by any branch.

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1. Business day: every day except Saturdays, Sundays and Federal holidays.
2. Transfer fees may apply. Please refer to our fee schedule for applicable fees.
3. For Regular Share, Special Purpose, IRA Share, Mini Money Market, Money Market and Health Savings accounts, you may make no more than six (6) transfers and withdrawals from your account to another account of yours or to a third party in any month by means of a preauthorized, automatic or internet transfer, by telephonic order or instruction, or by check, draft, debit card or similar order. If you exceed these limitations, your account may be subject to a fee or be closed.
4. Visa’s Zero Liability policy covers U.S. issued cards only and does not apply to ATM transactions, PIN transactions not processed by Visa, or commercial card transactions. Cardholder must notify issuer promptly of an unauthorized use.
5. Connex ATMs are Free; Non-Connex and Allpoint ATMs are 7 free per month, then $2 per withdrawal.
BRANFORD
620 W. Main Street

GUILFORD
849 Boston Post Road

HAMDEN
2100 Dixwell Avenue

MERIDEN
533 S. Broad Street

MONROE
155 Main Street

NEW HAVEN
2 Whitney Avenue

NORTH HAVEN
412 Washington Avenue

ORANGE
212 Boston Post Road