

# WHAT EVERY MEMBER MUST KNOW

## Understanding Your Account Balances and Availability of Your Funds

### VISA® Check Card Management and Tips

#### PIN-BASED TRANSACTIONS

VISA Check Card transactions made using your 4-digit personal identification number (PIN) are immediately approved or declined based on your AVAILABLE BALANCE\* and will post immediately to your account.

#### SIGNATURE-BASED TRANSACTIONS AND ACCOUNT HOLDS

VISA Check Card transactions made without your PIN (i.e. you sign for the transaction, also known as a “credit” transaction) are authorized through the VISA network. These transactions are accepted or declined based on AVAILABLE BALANCE\* and will place a HOLD on your account funds for that amount until the debit actually posts to your account or up to a maximum of 3 calendar days. Therefore, these check card transactions immediately affect the AVAILABLE BALANCE\* in your account.

#### AUTHORIZATIONS IN EXCESS OR LESS THAN ACTUAL TRANSACTION AMOUNTS

Whenever you make transactions with your VISA Check Card at restaurants and/or some other service facilities, the amount they authorize is typically 10-20% over your total bill to accommodate a potential gratuity.

Also, many travel-related purchases, such as hotel or airfare purchases, may place significant hold amounts on your account. These holds may expire (a maximum of 3 calendar days) or be released when the actual transaction comes through that closely approximates the payee name and hold amount. If the hold and the posted transaction do not match, your account could potentially be affected by both the hold and the debit amounts for an interim period of time until the hold is released.

Pay-at-the-pump gasoline transactions typically only authorize \$1. Therefore, even if you purchase \$40 in gas, only \$1 is being held against your account and thus your AVAILABLE BALANCE\* is not accurately reflected until that transaction posts to your account.

#### WHAT HAPPENS WHEN THE SYSTEM IS DOWN?

In the event the DCECU system is not accessible due to routine maintenance, system upgrades, phone line disruptions or network outages, a stand-in limit is made available, regardless of the actual account balance in order to minimize inconvenience to our members. Therefore, in this instance, you could obtain an authorization for your transaction without having adequate funds available in your account, thus taking your account negative. And, if applicable, you may incur an NSF or Courtesy Pay fee.

#### SUMMARY

Essentially what it boils down to is this. At all times, you are responsible for knowing your account balance to avoid overdrafts or insufficient fund transactions. A good practice is to immediately record all of the following transactions as soon as they are performed:

- when you write a check
- make an ATM or in-person withdrawal
- use your Visa Check Card for purchases
- authorize an ACH or other electronic debit from your account

The safest way to manage your account is to assume those funds have been debited immediately, regardless of when they actually post to your account. Then, you will never be caught short and are always protected.

Finally, if you use your VISA Check Card quite regularly, “playing your account to the penny” may not be wise. Leaving a small “cushion” in your account balance may help you avoid overdrafts and non-sufficient fund situations.

### Drive-Thru Posting Times

On weekdays, Monday through Friday, DCECU does not have a “cutoff” time in either the drive-thru or lobby. Any transaction conducted in the drive-thru posts immediately. If a deposit is made, the funds are immediately available unless a hold was placed on a check in the deposit. In the event of a check hold, funds will not be available until the hold expires. Your receipt will inform you of the expiration date of the hold.

Any transaction conducted in the drive-thru on Saturday posts to your account immediately. If a deposit is made, the funds are immediately available unless a hold was placed on a check in the deposit. However, since Saturday is not a credit union business day, your receipt will be dated with Monday’s date and the transaction will be listed in your account history under Monday’s date.

### Check Holds on In-Person Deposits

Our policy is to make funds from your deposit available when permitted by Regulation CC. When the funds are available, you can withdraw the funds in cash or use the funds to pay checks written on your account. Typical check holds would be two (2) business days for a local check & five (5) business days for a non-local check. DCECU may enforce a longer hold under certain circumstances as described in our Funds Availability Policy. DCECU also reserves the right to not place a hold on checks deposited.

Checks deposited on Saturday (a non-business day) that warrant a hold, are considered deposited on the following Monday and the hold timeframes are determined from Monday’s date. Your receipt will inform you of when the hold expires.

### Availability of Funds - ATM Deposits

When you make a deposit to your account through an ATM, the first \$100.00 is always available immediately. ATM deposits made on any business day\*\* will be available at midnight that same day. ATM deposits made on a non-business day, will be available the following business day at midnight. Saturday and Sunday deposits are considered to be transacted on Monday, and therefore are available to you after midnight Monday. See chart below for more information on ATM deposit availability.

\*\* A business day is any day the credit union is open for business on a Monday through Friday.

#### ATM Deposit Availability

Deposit Made On a NON-HOLIDAY	First \$100 Available	Remaining Funds Available
Saturday/Sunday/Monday	Immediate	Tuesday AM
Tuesday	Immediate	Wednesday AM
Wednesday	Immediate	Thursday AM
Thursday	Immediate	Friday AM
Friday	Immediate	Saturday AM
Deposit Made On a HOLIDAY***	First \$100 Available	Remaining Funds Available
Monday	Immediate	Wednesday AM
Tuesday	Immediate	Thursday AM
Wednesday	Immediate	Friday AM
Thursday	Immediate	Saturday AM
Friday	Immediate	Tuesday AM
Saturday/Sunday when Monday is a holiday	Immediate	Wednesday AM

\*\*\* HOLIDAY = Any Federal holiday when DCECU is NOT open for business.

\* The AVAILABLE BALANCE in your account at any time is your actual balance minus any holds and may include any courtesy pay privilege+ amount available to you. Your account available balance may not always be accessible due to system outages. As a service to you, stand-in limits may apply.

Actual Balance

- HOLD Amounts

+ Courtesy Pay Privilege+ (if applicable)  
AVAILABLE BALANCE

±Courtesy Pay privileges are not available for all accounts, nor for all transaction types. For more information on the DCECU Courtesy Pay program, please refer to the “Discretionary Courtesy Pay Disclosure” available by contacting us.