

FAQs



Cash Rewards Checking

What are the requirements to get the Rewards?

It's easy to earn high interest on your Checking account when you perform these simple steps every month:

1. Sign up for Direct Deposit
2. Sign up for eStatements (with valid e-mail address).
3. Simply have 15 or more signature-based purchases posted within the monthly statement cycle

What is a signature-based debit card transaction?

There are two types of debit card transactions: PIN-based and signature-based. Debit cards that have a VISA® logo on them can be processed without entering a pin code. These types of transactions are referred to as signature based transactions. In this type of sale, the merchant accepts the debit card the same way in which they would accept a normal credit card. The card is swiped through the terminal and the consumer signs the receipt. The funds are transferred from the consumer's bank account just as in a pin based debit transaction. However, it may take two to three business days for the transaction to post* to your account.

Signature-based debit card transactions qualify for Rewards, but debit card transactions that ask you to enter personal identification numbers, or PINs, do not. For example, at supermarket checkout lines, you might have the option of making a signature debit card transaction or a PIN debit transaction. To make a signature transaction, you may have to hit the prompt for "credit" when using card-swiping devices. Or, if asked credit or debit, always select credit.

**All 15 signature-based debit card transactions need to post to your account during the monthly statement cycle in order to receive your Rewards. When you use your card as a signature based transaction a memo hold is placed on your account for the amount of the purchase. It can take up to three business days*

before the transaction clears your account and the purchase is posted.

What are eStatements?

eStatements are simply your account statements in a format that is available through Online Banking. It contains exactly the same information as the paper statement. Instead of receiving your account statement via mail, you will receive an email notification that the statement is now viewable in Online Banking.

Do eStatements contain the same information as my paper statements?

Yes. eStatements are required to have the same information as paper statements.

What are the benefits of eStatements?

eStatements are generally available within 24 hours from the time of processing so you receive them quicker. And because eStatements are not delivered by postal mail, the possibility of your statement ending up in the wrong person's hands is eliminated.

How do I sign up for eStatements?

You sign up for eStatements through Online Banking. It's free and secure!

Do I need any particular software to view eStatements?

You need Internet access and a valid e-mail account to receive notifications. Adobe Acrobat® Reader™ is also required and can be downloaded at no cost at www.adobe.com.** We will provide this link on each e-mail sent allowing customers access to download the newest release.

**Disclaimer: You are leaving the Bank's website. This bank is not responsible for and has no control over the subject matter, content, information or graphics when viewing links attached to this bank's website.

What is Direct Deposit?

Direct deposit automatically places your paycheck, pension, Social Security, or other regular monthly income into your checking account. It's convenient, secure, and saves trips to the bank.

When do I start to receive the Rewards?

Your Rewards begin to calculate on the first of the month following account opening. As an example, all Cash Rewards Checking statement cycles begin the first business day of the month. The last day of the cycle will be the last business day of the month.

Can the interest rate change on my Cash Rewards Checking account?

Yes. This is a variable rate account and the rate may change at any time without notice.

Are there any monthly service fees?

If you are not enrolled in eStatements, there is a monthly fee to receive paper statements.

Will Cash Rewards Checking customers receive a 1099 reflecting interest earned over the year?

Yes.

If my account balance goes negative, will I still be able to qualify for my Rewards during that statement cycle?

Yes, if the Reward requirements are met.

If I fail to meet the Reward requirements during this statement cycle, can I still have a chance to qualify during the next statement cycle?

Yes, each month is viewed as a new requirement period.

If I miss my Reward requirements by only one Debit Card transaction, can I call in and get my interest and ATM refunds anyway?

No, Rewards are only given to customers who meet the Reward requirements.

Are my printed checks free?

No.

May I "carry forward" debit card transactions in excess of the 15 required check card transactions?

No. Requirements must be met during each statement cycle.

Can I have a Cash Rewards Checking account if I don't have a computer?

Computer access and a valid e-mail address are required in order to have Cash Rewards Checking. If you do not have your own computer, you must at least have an e-mail address and access to a computer to view your monthly statements online.

What if I need a printed copy of my statement and/or check image?

Statements can be printed or saved from your online access for approximately 24 months from the statement date. Images can be accessed and printed individually from your online account transactions for approximately 120 days.

Can this be used as a business account?

No. This account is for personal use only.

Is there a limit on the number or kind of transactions you can do on a Cash Rewards Checking account?

No. There is no limit. In order to receive the rewards, you must use your debit card for signature-based transactions at least 15 times per monthly statement cycle.

Will I be able to use my existing debit card with my Cash Rewards Checking account?

Yes, if the card is on the same account number that is converted to Cash Rewards Checking.

If I use my debit card at an ATM, will that transaction count toward my 15 required debit card transactions?

No. Only signature-based transactions used to purchase goods and services will qualify as a required debit card transaction.

If I use another bank's ATM and pay a fee, how will I get a refund?

When you meet the requirements for Cash Rewards Checking during your monthly statement cycle, a refund will automatically be made to your account at the end of that statement cycle.

How do I get my ATM fees refunded?

Upon meeting the monthly requirements, ATM refunds will automatically be refunded and posted to your account up to \$20 per monthly statement cycle.

Is there a limit on the amount of ATM refunds that I can receive during a statement cycle?

Yes, up to \$20.00 per monthly statement cycle.