

## **QUESTIONS & ANSWERS CONCERNING CHANGES TO NWSB'S OVERDRAFT COVERAGE**

**Q: What kinds of transactions are included in the overdraft changes for debit and ATM transactions effective August 15, 2010?**

A: The changes apply to everyday or one-time debit card transactions (such as purchases at the supermarket and gas pump), as well as withdrawals and/or transfers made through any ATM.

**Q: Do these new regulatory changes affect overdraft coverage for checks and automatic payments from my checking account?**

A: NO, as stated above the changes only affect everyday or one-time debit card transactions, ATM withdrawals and/or transfers that cause your checking account to go into the negative (overdraw). NWSB will continue to review all overdrawn accounts daily and at our discretion can either pay or return the items presented against your account in the form of a check, recurring automatic payments from your debit card and other transactions processed by using your checking account number.

**Q: What happens if I do not respond to this letter and "opt-in" to NWSB's Overdraft Privilege (ODP) program?**

A: On August 15, 2010 any everyday debit card transaction, ATM withdrawal and/or transfers that causes your checking account to overdraw will be declined at the merchant/store or ATM location, and you will not be able to complete the transaction.

**Q: Do I have to wait until August 15, 2010 to notify NWSB that I want to "opt-in" to the ODP program?**

A: NO, now that you have received the enclosed notice and information regarding the changes you can "opt-in" immediately.

**Q: How do I "opt-in" to the ODP program with NWSB?**

A:



- Call (410) 549-1414 and speak directly to Judy Brillhart or ask to be transferred to your personal banker
- Complete the form at the bottom of the enclosed disclosure and mail back to us in the enclosed envelope
- Visit [www.NewWindsorBank.com](http://www.NewWindsorBank.com) and click on the button titled "Overdraft Changes"
- Stop by or call your local NWSB Branch

**Q: Will I be charged for items paid by NWSB under the ODP program?**

A: YES, each item paid will incur our standard charge for insufficient funds, currently \$35 per item, and you must bring your account to a positive balance within 30 days.

**Q: Can I change my mind and "opt out" later?**

A: YES, you can change/revoke your decision at any time by using the same methods listed above to "opt in" to the ODP program.

**Q: Can I request an ODP limit higher than \$500?**

A: NO, with ODP, we will generally pay your overdraft items up to \$500. Whether your overdrafts will be paid is discretionary and we reserve the right not to pay. For example, we typically do not pay overdrafts if your account is not in good standing, or you are not making regular deposits, or you have too many overdrafts.

**Q: Does NWSB offer other overdraft protection options for my account?**

A: YES, you can elect to have your NWSB savings account linked to your checking account or you may apply for an overdraft line of credit\* (Check Protect with credit limits ranging up to \$5,000 and Check Protect Plus with credit limits ranging up to \$25,000).

**Q: If I have one of the above overdraft protection options tied to my checking account do I still need to respond to this mailing?**

A: YES, even if you have one of the above overdraft protection options tied to your checking account, it is possible that you might not have enough funds or available credit to cover an everyday debit card transaction, ATM withdrawal and/or transfer. Which would cause the transaction(s) to be denied, however if you have "opted-in" to the ODP program they could have been authorized and approved by us.

**Q: What can I do to monitor my account balance to avoid overdrafts?**

A: By signing up for and using our free online banking program, free electronic bill pay with alerts, free mobile banking and free voice banking you can effectively monitor your spending and track your account balance.

\*Subject to credit approval