

ESSA OVERDRAFT PROGRAM QUESTIONS AND ANSWERS ABOUT OUR OVERDRAFT PROGRAM

An overdraft occurs when you do not have enough money in your account to cover a transaction. Unanticipated expenses or unforeseen problems can leave you with too little cash in your checking account. Having a transaction returned due to insufficient funds can be an embarrassing experience.

At ESSA Bank & Trust, we encourage you to manage your finances responsibly, and we do not encourage overdrafts. However, we want to assist you in avoiding additional merchant fees or possible damage to your credit history that might result in a returned item. The ESSA Overdraft Program is designed to provide some comfort if items are presented for payment on your account when insufficient funds exist.

What is the ESSA Overdraft Program?

The ESSA Overdraft Program is a program designed to provide a contingency service, while generally helping you avoid the headache of returned items. If we receive an item where insufficient funds exist in your account, we have no obligation to pay that item. At our discretion, however, we will consider paying items over the amount available in your checking account, when your account is in good standing. Standard overdraft fees as listed in ESSA's Deposit Account Fees brochures (for business and personal accounts) will apply.

What are the standard overdraft practices that come with the ESSA Overdraft Program on my checking account?

We do authorize and pay overdraft for the following types of transactions:

- Checks, preauthorized debits; telephone transfers; automatic or electronic bill payments We do not authorize

and pay overdrafts for the following types of transactions unless you ask us to*:

- ATM transactions
- Everyday debit card transactions

* To request this coverage, please call 1-855-713-8001, choose option 4, then 3, or visit one of our branch locations.

Do I have to apply for this program?

No. Our ESSA Overdraft Program is automatically added to all our checking accounts that meet our requirements and are in good standing. There is no additional cost beyond the standard overdraft fees that are applied if you overdraw your account.

How do I use my ESSA Overdraft Program?

ESSA Overdraft Program is automatic if you overdraw your account by check, preauthorized debits, telephone transfers, automatic or electronic bill payments.

Once you have given us permission, ESSA Overdraft Program is also automatic if you overdraw your account by ATM withdrawals and transfers or by point-of-sale (everyday debit card) transactions. Without your permission, any ATM or everyday debit card transaction that exceeds your available balance will be declined.

When I use Online Banking to get my balance, is my ESSA Overdraft limit included?

No, the balance reflected through Online Banking will not include the overdraft limit assigned to your account.

Will my ESSA Overdraft limit be available at the ATM? If so, will the limit be included in my balance?

Yes, your ESSA Overdraft limit is available at the ATM. However, the Overdraft limit will not be reflected in the balance provided by the ATM.

How will I know I am overdrawn?

We will mail you a notice to notify you immediately any time your account is overdrawn. You can enroll in account alerts to notify when your balance is low or overdrawn via our online portal or mobile app.

What if I go beyond my ESSA Overdraft limit?

In most instances, if items are presented when insufficient funds exist, we will consider paying the items not to exceed your Overdraft limit. Any items exceeding that amount will be returned in most instances. If you have special circumstances, please call our Contact Center at 855-713-8001 or visit anyone of our branch locations.

How quickly must I deposit funds to cover an overdraft?

You must deposit funds to cover an overdraft immediately. Our policy states that if you do not deposit funds to cover your overdraft, we will notify you in writing reinforcing the importance of bringing your account positive. If your balance remains negative for 30 days, we will close your account and report the overdraft balance to our Consumer Reporting Agency (ChexSystems).

What if I do not want to have ESSA Overdraft Program on my account?

There is no cost associated with ESSA Overdraft Program unless you use it. However, in the event you would like to have this service removed from your account, please call our Contact Center at 855-713-8001, and speak with a representative to have you removed from the program entirely or visit any one of our branch locations. Please know that without this service or some other form of Overdraft Protection, any items presented that overdraw your account may be returned unpaid with the applicable OD/NSF fee charged to your account.