



Courtesy Coverage Plus - Q and A Disclosure

Why doesn't your Standard Discretionary Overdraft Service known as Courtesy Coverage, automatically include all types of transactions for consumer accounts?

Because of the guidelines outlined in Regulation E for consumer accounts, we will not intentionally pay your ATM and everyday (one-time) debit card transactions that overdraw your account without your permission. You must consent to having us pay your ATM and everyday (one-time) debit card transactions that overdraw your account for which you will incur our standard overdraft fee of up to \$35.00.

What will happen if I do not consent to having my ATM and everyday (one-time) debit card transactions included as a part of your Courtesy Coverage?

Your ATM and everyday (one-time) debit card transactions will be declined at the point of sale if there are insufficient funds in your account to cover your purchase. Our Courtesy Coverage will continue to be in effect for your checks and automatic bank payments.

What if I already have another type of Overdraft Protection (transfers from another Bank of Botetourt deposit account, line of credit, or VISA® cash advance)?

Your linked Overdraft Protection account will remain unchanged, and in the event of an overdraft, will be accessed for coverage before our Courtesy Coverage service.

If I already have Overdraft Protection (transfers from another Bank of Botetourt deposit account, line of credit, or VISA® cash advance), can I also opt-in to have my ATM and everyday (one-time) debit card transactions included as a part of Courtesy Coverage?

Yes. Choosing to opt-in to have your ATM and everyday (one-time) debit card transactions included as a part of Courtesy Coverage could provide an additional layer of protection in the event of an inadvertent overdraft.

I would never spend more money than I have, so why would I want to opt in to have my ATM and everyday (one-time) debit card transactions included as a part of your Courtesy Coverage?

Unfortunately, occasional overdrafts can happen and we'd like to be able to help by attempting to pay those transactions. Opting in may allow your ATM withdrawals and everyday (one-time) debit card purchases to be accepted, which saves you the inconvenience of being declined and possibly leaving you in a position where you may be unable to complete your transaction.

If I opt in to have my ATM and everyday (one-time) debit card transactions included as a part of my Courtesy Coverage, will they always be authorized regardless of available funds?

Unfortunately, no. However, it is our policy to strive to pay all overdraft items up to what is reasonable for each account based on account history.

What fees are associated with overdrawing my account?

You will be charged a fee each time we pay an overdraft. The following limits apply:

- \$35.00 per item for the first 3 items.
- \$20.00 per item for the next 2 items.
- Up to a total of 5 fees per day.
- No overdraft fees will be charged for resulting overdraft account balances less than \$5.00

How are automatic or recurring payments on my checking account handled?

Your opt-in choice does not affect the way we process overdrafts on recurring debit card transactions, checks, and other transactions made using your checking account. We will strive to pay these items and charge our standard NSF/OD fees.

If I choose NOT to opt in at this time but later change my mind, how can I opt in and when will it take effect?

You may call 540-591-5000 or Toll Free at (866)-420-2265 or visit your local branch during banking hours to opt in to have your ATM and everyday (one-time) debit card transactions included as a part of your Courtesy Coverage. The request will generally become effective no later than the following two business days.

Can I change my ATM and everyday (one-time) debit card transactions election?

Yes, you may change your ATM and everyday (one-time) debit card transactions choice at any time. However, please allow two business days for the change to go into effect.

My spouse and I are both signers on two different accounts. If we want to have our ATM and everyday (one-time) debit card transactions included as a part of our Courtesy Coverage, do we both have to opt in?

Only one authorized signer per account has to opt in or opt out for an election to take place.

