



Member  
**FDIC**

# Managing Your Checking Account

# Overview

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At IncredibleBank we strive to provide value to all of our customers and partners. This module was developed to help you:

- ❖ Better Manage Your Checking Account
- ❖ Avoid Overdraft Fees
- ❖ Understand the tools we offer that can help you manage your money

# Track Your Transactions

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Record all of your account transactions into a **check register**. If you do not have a check register, please visit one of our branches, or call us at 888-842-0221. Be sure to record:

- ❖ Check card and ATM transactions
- ❖ ATM Fees
- ❖ Monthly service charge/fees
- ❖ ACH transactions which may be set up to automatically be withdrawn from your account
- ❖ Bill payment transactions
- ❖ Auto-transfers to other accounts

**We provide free digital access 24/7 to monitor your account!**

# Monitor Your Account Statement

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Each month we will provide you with your account statement. If you sign up for electronic statements, you will receive them up to two business days sooner than paper.

Be sure to review your account statements as it reflects all transactions that have posted to your account since your last statement.

Don't forget to balance your account statement to your check register. On the back of your statement is a convenient way to balance your account. If you need assistance balancing your account, we would be happy to help!

# When Transactions Post to Your Account

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Different types of transactions post to your account in differing timeframes:

- ❖ **ATM withdrawals** typically post within one business day, but most post immediately to your account.
- ❖ Point of Sale or **debit card transactions** may post within one business day, but most post immediately to your account.
- ❖ **Withdrawals at the teller line** will be posted to your account immediately.
- ❖ **ACH debits** will post the day you have them scheduled to pay.
- ❖ **Bill payment** -electronic payments are taken out of your account on the payment date you choose. Bill payments made by paper check will generally post within one to three business days of the time when the merchant/individual cashes the check.
- ❖ **Checks** written on your account will generally post within one to three business days of the time when the merchant/individual cashes the check.
- ❖ **Cash deposits and ACH credits** will be posted to your account immediately.

# Things to Consider

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Before authorizing funds to be withdrawn from your account, consider the following:

- ❖ Is there enough money in your account to cover the transaction? Check your available balance in your mobile app.
- ❖ Did you record the transaction in your check register?
- ❖ Did you record any associated fees in your check register?
- ❖ Did you tell others on the account about the transactions so they do not perform other transactions that might overdraw the account?

# Make a Deposit to Your Account

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IncredibleBank offers customers many ways in which to make a deposit to your account. If you bring your account positive before the end of any business day, you will avoid overdraft fees.

- ❖ Direct deposit
- ❖ Convenient lobby hours at our branches
- ❖ Drive through windows at our branches
- ❖ Deposits at ATMs
- ❖ Phone, mobile and online banking transfers

# Overdrafts

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Overdrafts occur when there is not enough money in the accounts available balance to cover a transaction when it posts. This can be both embarrassing and inconvenient. It can also be expensive as returned items can lead to fees imposed by the merchant or you could experience late fees. Consistently overdrawing your account could result in account closure. To avoid overdrafts remember:

- ❖ Overdrafts can be caused by any type of transaction (check, debit card purchases, ATM, ACH, etc)
- ❖ If a check or electronic payment is returned, you are responsible for the amount of the transaction plus any fees associated with the returned item.



# Overdraft Protection Services

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We offer several options for overdraft protection services:

- ❖ Sweep (transfer) – this moves money from another account owned by you with us linked to your checking account to cover overdrafts. There is a fee associated with the transfer.
- ❖ Redi-Credit – this is a loan that charges interest and draws a pre-set amount to cover overdrafts.
- ❖ Bounce Protection – this is an optional service that pays the overdraft and assesses a fee up to a pre-set limit. Your checking account may provide Bounce Protection automatically for checks, ACH and recurring debit card transactions.

If you have questions, concerns, or want to implement any of these services, please contact us.

# Opt- In and Opt-Out

If you want ATM and everyday debit card transactions covered, you must request this service by “opting-in”.

Contact us to find out how you can opt-in. We will provide you with a written confirmation of your consent to opt-in.

You can change your opt-in request or completely opt-out of this service at any time by contacting us.

# IncredibleBank Tools to Help You Manage Your Account

- ❖ Free mobile app and online banking. Use it to monitor pending transactions, posted transactions, balances and insufficient items. You can also transfer funds from other accounts and pay bills.
- ❖ Text or Email Alerts for daily balances, low balances, insufficient funds or transactions over a certain dollar amount.
- ❖ Phone banking – use it to monitor pending transactions, posted transactions, balances and insufficient items.
- ❖ Sweep Transfer Services
- ❖ Redi-Credit
- ❖ ATMs allow you to check your balances before any withdrawals. Be careful, some non-IncredibleBank machines may charge you for this service.
- ❖ Estatements – offers a fast and secure way to manage and review monthly account statements.

# Who to Call at IncredibleBank

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Customer Experience Center 888.842.0221 Toll free

Email us at [info@incrediblebank.com](mailto:info@incrediblebank.com)

Write us at IncredibleBank, PO Box 777, Wausau, WI 54402

Stop by any one of our 15 branches.