

KASASA FREQUENTLY ASKED QUESTIONS

- 1. Is there any minimum balance to open a Kasasa account?** Yes, there is a \$15 minimum opening deposit required in the checking account. However, there is no monthly minimum that they need to maintain during the month. They can immediately start using their debit card and spending that \$15.* There is no minimum balance to open the Saver.
**For those without a membership already at FCU that open their Kasasa account(s) online, \$5 will go towards their regular savings minimum balance, \$10 to their membership fee.*
- 2. What is the reward cycle?** The cycle over which the qualifications are tracked for rewards is the last day of the previous month through the second last day of the current month. For example, the January cycle is December 31 through January 30. This is the time frame that the debit transactions and ACH debit or bill pay need to post on the member's account. For more clarification refer to calendar below.
- 3. How will the rewards post?** ATM fee refunds will post on the last day of the month. If you have a Saver account, they will post to your Saver account. Interest will post on the 1st of the month and sweep to the Saver if the member has one.
- 4. Can a member have accounts in the overdraft table to cover insufficient items?** Yes, but only an overdraft loan or a credit card. No other shares or accounts are allowed.
- 5. On new accounts, do they automatically get enrolled in Identity Theft coverage like regular checking accounts?** No, members can choose to Opt In to the ID Protect coverage if they so choose.
- 6. Can a member have a saver without a Kasasa checking?** No, they may only have a Saver if they have the Cash or Cash Back checking. If they close the checking, they need to close the Saver.
- 7. How will the member know each month if they qualified?** The member will receive an email letting them know whether or not they qualified and encouragement to try again next cycle for those who did not meet the qualifications.
- 8. Can a member have more than one Kasasa checking?** No, it is only one per social security number. A spouse can open their own member number and have a Kasasa checking account of their own.
- 9. Where do the Tunes refunds post to, my checking or my Tunes account?** Tunes refunds post to your Kasasa Tunes Checking.
- 10. Can I have a Saver with my Tunes checking?** Sorry, the Saver is not available with Tunes.
- 11. If a member opens a Kasasa Cash or Kasasa Cash Back account do they have to open a Kasasa Saver account?** No. They can, but they do not have to have a Saver account with either Cash or Cash Back.
- 12. If a member opens a Kasasa Tunes account, how soon can they use their \$20 account opening grant?**
The credit for the \$20 grant won't appear on the members account until after the cycle is complete and the end of cycle process has been run. For example, a member opens their account on April 15th and purchases music on Amazon on April 20th with their FCU debit card tied to their Kasasa Tunes account. They will not see that credit until May 1st after the end of cycle processes have been run.

13. **One of the qualifiers for Cash and Cash Back checking is that I have to have at least 1 ACH debit withdrawal per month during the qualification cycle, what if I don't have any reoccurring ACH payments set up?** ACH withdrawals don't just happen when members have automatic reoccurring payments. ACH withdrawals can also happen when members use bill pay to pay a company or at some businesses when you write them a check, they will convert it to an ACH debit.