



OVERDRAFT BALANCE PROTECTION FAQs

Imagine standing in line at the grocery store, and having your purchase declined for non-sufficient funds. At Eagle Bank, we don't want our customers to have that happen. That's why we offer Overdraft Balance Protection (ODP).

What is ODP* and how does it work?

ODP is a non-contractual service* extended to our customers by the Bank that may allow the customer to enter into an overdraft position without having a check or other withdrawal request returned for non-sufficient funds (NSF). When an overdraft is covered by ODP, the Bank automatically subtracts the normal NSF charge. If an overdraft does not create a negative balance of at least \$5, the account will not incur an NSF charge.

ODP is not available until an account has been open for three monthly statement cycles. Thereafter, the service is available to accounts in good standing for personal use. Eagle Bank reserves the right to limit participation to one account per household and to discontinue this service at any time. Availability is also extended to personal accounts opened as a DBA account.

**Opt-In consent is required to be obtained prior to inclusion in the ODP service.*

How much does ODP cost?

There is no additional cost associated with this service unless you use it. However, you should keep in mind that you will be charged the Bank's normal NSF charge of \$30** for each item paid under the limit. If an overdraft does not create a negative balance of at least \$5, the account will not incur an NSF charge.

How do I benefit from ODP?

The service provides you with a safety net that may permit you to overdraw your account up to a certain limit, including the Bank's normal NSF charge of \$30**. It can also save you additional charges associated with returned checks.

What's the ODP limit?

The standard limit for ODP is \$500.

On what accounts is ODP available?

ODP is available on the following checking accounts: CheckRight, NOW Interest Checking, Market Rate Investment Account, Premier Money Market, and Signature Checking.

What transactions are covered by ODP?

- Checks and electronic transactions made on your checking account (*ex: ACH, recurring debit card charges*)
- Automatic bill payments
- Everyday debit card transactions
- ATM withdrawals

***NSF fee for 18/65 accounts is \$5.*

Transactions may not be processed in the order in which they occurred. The order in which transactions are received by the Bank and processed can affect the total amount of overdraft fees incurred by the consumer. We generally pay the smallest items first, except when an electronic payment has been preauthorized and must be paid. Our payment policy minimizes the number of items that may result in an overdraft or NSF fee.

How soon can I use the ODP service?

If you are a new account holder, you may be able to use ODP after three monthly statements, providing the account is in good standing.

What are some of the ways I may have access to my ODP limit? Will my limit be reflected in the balance I receive?

	ODP Available	Does a balance provided reflect my ODP limit?
Check writing	Yes	N/A
Eagle Bank debit card	Yes	N/A
ATM withdrawal	Yes	No
Telephone banking	Yes	No
Online banking	Yes	Yes
ACH-auto debit	Yes	N/A
Auto-transfer*	No	N/A

By keeping accurate records and knowing your balance, you can avoid mistakenly accessing your limit and incurring NSF charges. The best way to do this is to keep track of your deposits, written checks, online bill payments, withdrawals (including monthly maintenance charges), ATM, and debit card transactions. You should always reconcile your monthly bank statement.

**Defined as automatic recurring transfers between two Eagle Bank accounts (ex: transfer from checking account to make payment on a loan account).*

Does Eagle Bank offer alternative options to ODP?

Yes, the Bank offers the following alternative overdraft protection options:

- Sweeps - Customer authorizes automatic transfer of funds from an Eagle Bank statement savings, money market or checking account to cover overdrawn funds. Refer to the Deposit Fee Schedule for applicable fees.
- Overdraft Line of Credit - This is a loan that is linked to a checking account to automatically cover overdrawn funds. Refer to the Overdraft Line of Credit disclosure for additional information.

What if I already have sweeps or an overdraft line of credit?

In the event you have sweeps (on another Eagle Bank account) or an Overdraft Line of Credit (loan account), ODP will always be your last line of defense. Any non-sufficient balance condition will look first to see if you have sweeps. It will then look to see if you have a Overdraft Line of Credit. If either of these options are not available, then the ODP service will be utilized.

How do I know when I use the ODP limit? What if I go beyond my ODP limit?

You will receive an overdraft notice in the mail each time items are paid. Overdrafts above and beyond your ODP limit may result in a check or checks being returned to the payee. The Bank’s normal NSF charge will be charged per item and assessed to your account. So as not to exceed your limit if you use ODP, you should note

***NSF fee for 18/65 accounts is \$5.*

that the amount of the overdraft plus the Bank's normal NSF charge of \$30**will be deducted from your overdraft limit.

How quickly must I repay my ODP?

You should make every attempt to bring your account to a positive balance within 30 days. If you are not able to do so you will receive a letter from the Bank informing you of the situation and your options. If, after a period of time, your account has not been brought to a positive balance, we may suspend your ODP service, close your account and take necessary steps to recover the funds.

What if I do not want ODP?

Customers can opt-out of the ODP service at any time simply by calling 617.387.5110.

CUSTOMER OVERDRAFT POLICY

Overdraft Balance Protection (ODP) is available on accounts owned by individuals in good standing for personal use. Availability is also extended to personal accounts opened as a DBA account. Eagle Bank reserves the right to limit participation in the ODP service to one account per household and to discontinue this service at any time.

A non-sufficient balance can result in several ways, including (a) the payment of checks, electronic funds transfers or withdrawal requests; (b) payments authorized by you; (c) the return of unpaid items deposited by you; (d) the imposition of bank service charges; or (e) the deposit of items which, according to the Bank's Funds Availability Policy, are treated as not yet available or finally paid.

We are not obligated to pay any item presented for payment if your account does not contain sufficient funds. However, if you maintain your account in good standing, as defined by making regular deposits that bring your account to a positive balance at least once every 30 days, and there are no legal orders outstanding, we may approve your reasonable overdrafts as a non-contractual courtesy. Normally, we will not approve an overdraft for you in excess of your limit plus the overdraft charge. We may refuse to pay overdrafts for you at anytime, although we may have previously paid overdrafts for you.

You will be notified by mail of any non-sufficient funds (NSF) items paid or returned that you may have. However, we have no obligation to notify you before we return any item. The amount of any overdraft plus the Bank's normal NSF charge that you owe us shall be due and payable on demand.

If there is an overdraft paid by us on an account with more than one (1) owner on the signature card, each owner, and agent, if applicable, drawing/presenting the item creating the overdraft shall be jointly and severally liable for such overdraft, plus the Bank's normal NSF charge(s).

You should note that your ODP limit (see Q&A "What is my ODP limit?") will not be included in your available balance provided at a Teller window, on your ATM receipt, or through Eagle Bank telephone banking but will be reflected through Eagle Bank online banking.

Limitations: Available to accounts owned by individuals in good standing for personal use. Eagle Bank reserves the right to limit participation in the ODP service to one account per household and to discontinue this service at any time. Availability is also extended to personal accounts opened as a DBA account.

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