



ACCOUNT OVERVIEW

Please note this document is an overview of account fees and terms. For full account details and other related fees, see our other account disclosures and the Schedule of Fees.

Account Opening and Usage

Minimum Deposit to Open Account	\$25.00	
Account Setup Fee	\$9.00	one-time setup fee
Monthly Maintenance Fee	\$11.95	without monthly direct deposit
	\$9.95	with monthly direct deposit
Annual Percentage Yield (APY)	None	
Interest Rate	None	
ATM Withdrawal Fees	\$0.00	per transaction, at a Woodforest ATM
	\$2.50	per transaction, at a non-Woodforest ATM
Debit Card Cash Advance Fee	\$2.00	per transaction
Paper Statement Fee	\$3.00	monthly (sign up for eStatements to avoid fee)
Stop Payment Fee	\$35.00	per item to stop payment for up to 6 months
Account Closing Fee	\$25.00	if account closed within 180 days of opening
Debit Card Setup Fee	\$15.00	one-time fee, per card
Debit Card Replacement	\$10.00	for replacing an existing card with a new card with the same card number
Document Imaging	Not eligible	no document images will be included with statements
Other Service Fees	See the back of this document for additional service fees.	

Overdraft Options

An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it anyway. We pay overdrafts at our sole discretion, which means we do **NOT GUARANTEE** that we will always authorize and pay any type of transaction, even if previous transactions were paid. If you deposit enough funds to cover all the insufficient items (and related overdraft fees) by 11:00 a.m. CT the bank will pay the items, whenever possible.

Overdraft Transfer Fee (Sweep Fee)	\$5.00	per overdraft covered by transfer from a linked checking or savings account
Revolving Line of Credit (ReLi)- Unsecured	16.99%	an interest rate of 16.99% APR is incurred on the outstanding balance, requires credit approval
Revolving Line of Credit (ReLi)- Secured	7.99%	an interest rate of 7.99% APR is incurred on the outstanding balance, requires credit approval
Standard Overdraft Practices (Default)	Checks, Automated Payments (ACH items), and Recurring Debit Card Transactions- When you do not have enough available funds in an account to cover the transaction, at our sole discretion, we may honor that item. You will be charged an Overdraft (OD) Item Fee of \$32.00 each time we pay an item into the overdraft.	
	ATM and everyday debit card transactions- that would cause an overdraft, will be declined, at no cost to you if you do not opt-in for these transaction types.	
	Opt-In - If you want us to authorize and pay ATM and everyday debit card transactions you must <u>ask us to</u> by opting in for these transaction types. If we authorize and pay these items, you will be charged an Overdraft (OD) Item fee of \$32.00 each time we pay an item into the overdraft.	
Overdraft (OD) Item Fee	\$32.00	each time an item is paid into the overdraft
Minimum Amount Required to Trigger an Overdraft (OD) Item Fee	\$1.00	if an item overdraws your account by \$1.00 or less, no overdraft fee will be incurred
Maximum Fees Per Day	3	limit of 3 OD fees per day
Extended Overdraft Penalty Fee	None	

Please refer to our Consumer Overdraft Services disclosures for complete details and related fees.



Processing Policies

Posting Order: *The order in which withdrawals and deposits are processed.*

We may determine at our discretion the order that we process and post credit and debit items. All credits are posted to your account first, and then debits are paid in the following order by category:

- Rejected items from the previous day,
- ATM withdrawals and Debit Card transactions (POS),
- Teller cashed items,
- Automated Clearing Housing (ACH) items, and
- All other checks

Items inside each category are paid smallest to largest, with the exception of checks, which are paid in sequential check number order. Items may not be processed in the order in which they occurred. The order in which transactions are paid can affect the total amount of overdraft fees incurred. Items are paid based on your account balance.

Funds Availability: *When funds deposited to your account are available.*

Funds deposited to your account are generally available the next banking day if your relationship with us is less than 180 days old. However, if your relationship with us is over 180 days old, then funds are generally available the same day. Some deposited items will be available immediately regardless of how long your relationship has been with us. Those are as follows:

- Cash deposits at the teller line or ATM; and
- Direct deposit; and
- POS Account Credit Transaction; and
- Wire transfers.

If we delay availability from the above referenced timeframes, we will notify you at the time you make your deposit. In some situations, for example when you make a deposit at an ATM, we may notify you after your deposit is made that your funds will not be available for up to 7 business days. A "business day" is a non-holiday weekday.

Please refer to our Funds Availability Policy disclosure for complete details.

Dispute Resolution

If you have a dispute regarding your account or the service you have received, you should notify your local branch or contact us toll-free at **877-968-7962**. You may request escalation of your issue to a Manager, Regional Manager or Bank Officer within Woodforest National Bank. We will do our best to resolve the issue directly with you.

If we are unable to resolve the dispute to your satisfaction, Woodforest accounts have a binding arbitration provision that provides alternative dispute resolution with an unrelated third party, who will evaluate each of the issues presented and deliver an unbiased decision.

Please refer to our Arbitration Agreement for complete details regarding arbitration.

Other Service Fees

Activity Printout	\$5.00	
Inactive Account	\$15.00	per month, no activity for 6 months and the balance is under \$100
Legal Processing ¹	\$150.00	
Phone Inquiry	\$2.00	
Research ²	\$25.00	per hour, one hour minimum
Return Mail Fee	\$10.00	per month
Transfer of Funds	\$5.00	per transfer requested by phone
Debit Card International Transaction	\$2.00	per settled transaction, if the country code of the merchant or merchant's processor does not match one of the following country codes: PR (Puerto Rico), VI (Virgin Islands), GU (Guam), US (United States)
ATM Balance Inquiry	\$0.00	per transaction, at a Woodforest ATM
	\$1.50	per transaction, at a non-Woodforest ATM
Money Orders	\$1.50	

Please refer to our Schedule of Fees for complete details of all Service Fees.

¹ Legal processing includes but is not limited to, garnishments, attachments, orders, levies and liens. The fee is calculated per each occurrence, to the extent allowed by applicable law.

² For Ohio residents only: The research fee ranges from \$11.00 to \$17.00 per hour as applicable by law.