

GENERAL Questions

Q: What is the rate for the Aim Higher Checking account?

A: The Aim Higher Checking account is made up of two rates, the High Interest Rate which is paid on balances up to \$10,000 if the requirements are made and the Standard Rate Interest Rate which is paid on all balances over \$10,000 or on the entire balance if the account does not meet the monthly requirements. The rates can be found in Skyward Credit Union rate and fee schedule.

Q: Who is eligible for an Aim Higher Checking account?

A: Any eligible member, in good standing.

Q: What is the minimum opening deposit for an Aim Higher Checking account?

A: No minimum, you must have a base savings account with \$5 as your base share of the credit union, but we put that in for you.

Q: Is there a limit on how many Aim Higher Checking accounts I can have?

A: Yes. We do have a limit of one Aim Higher Checking account per member; a limit of two Aim Higher_ Checking accounts per household.

Q: Is there a monthly service charge for an Aim Higher Checking account.

A: No - Aim Higher Checking account is a FREE account and there is never a monthly service charge for this account.

Q: What are the "Rewards" for the Aim Higher Checking account?

A: The High Interest Rate will be paid, for balances up to \$10,000 and the Standard Interest Rate, on the remaining balance over \$10,000 if you meet the monthly requirements to earn the rewards. Oh, and you earn the Standard Rate whether you meet the requirements or not. That's awesome!!

Q: Are there ATM Fee refunds nationwide?

A: Yes, we refund ATM fees nationwide up to a maximum of \$25 a month. This occurs whether you perform the minimum requirements or not. That's cool!!

Q: Can the dividend rate on my Aim Higher Checking account change?

A: Yes. The rate may change at any time, however, the High Interest Rate is not designed to be a "teaser rate."

Q: How is the interest calculated?

A: The rate is calculated daily and paid monthly.

Q: Is there a minimum balance requirement to receive my High Interest Rate or ATM refunds?

A: There is no minimum balance requirement to receive High Interest Rate or ATM refunds.

Q: Is there a limit on the amount of money I can keep in my Aim Higher Checking account?

A: No, you can keep as much as you want in the account.

Q: Can multiple people use the same Aim Higher Checking account?

A: Anyone who is listed as a signor on the account may use the Aim Higher Checking account.

Q: Is there a limit on the number or kind of transactions you can do on an Aim Higher Checking account?

A: There is no limit on the number or kind of transactions you can do.

Q: If I meet the requirements, when will I receive my High Interest Rate?

A: On the last day of the calendar month in which they were earned.

Q: Will I receive a 1099 at the end of the year reflecting dividends earned on my Aim Higher Checking account?

A: Yes. If you earn \$10 or more in dividends during the year, the credit union will send you a 1099 form.

Q: May I have overdraft privilege?

A: Yes. This account will qualify for overdraft privilege following our standard parameters of \$600 after 30 days of being in good standing.

ATMs

Q: ATM charges still appeared on my statement. Why?

A: You will be charged ATM fees on all ATM transactions. But the ATM charges will be refunded up to a maximum of \$25 at the end of your statement cycle. ATM fees are refunded, not waived.

Q: Do I have to do anything to get my ATM refunds?

A: No, the refund will automatically be credited to your Aim Higher Checking account on the last day of the month. There is no need to submit any receipts.

Q: Are ATM fees refunded outside of the United States?

A: No. Fees are not refunded internationally. Fees are refunded nationwide throughout the United States.

Q: If I close my account during a month will I receive my ATM fee refunds in the next month?

A: No when you close the account you will not receive the interest or ATM fees refunded that occurred that month.

Requirements

Q: What monthly requirements must I meet to qualify for High Interest Rate?

A: 1) Log-on to Skyward CU Online at least once, 2) Complete a minimum of 10 debit card transactions that post and clear per qualification cycle, 3) Receive e-documents.

Q: During what time must I meet the requirements?

A: Between the first day of the calendar month and the last day of the calendar month. On that last day, all transactions must be posted and cleared from your account by 5 p.m. Central Standard Time (CST) to count towards your monthly requirements.

Example start date: October 1st

Example end date: October 31st (by 5 p.m. CST)

Q: How often must I meet the requirements to qualify?

A: Monthly.

Q: What happens if I fail to meet the requirements?

A: You will receive Standard Interest Rate. You will have the chance to start over and meet the requirements the next month and you will not be charged a maintenance fee.

Q: What if I open my account late in the month and I don't have time to meet the requirements?

A: You will not receive the high interest rate on your deposit, but you will earn the Standard Interest Rate.

Q: How will I know if I qualified for High Interest Rate?

A: You will receive an e-notice that can be viewed each month by logging into your online banking account. You can also view your e-statement. You will not receive a notice in the mail if you do not have e-documents.

Q: Is there a minimum balance to earn interest?

A: To earn interest you must maintain a balance that will accrue interest greater than \$.005 in monthly. For example: If you do not qualify for the high interest rate but only maintain a daily balance of less than \$25 you will qualify for the standard rate, but you will not earn enough interest on that balance to receive a dividend in that month.

Q: If my account goes negative, will I still be able to qualify?

A: Yes, if the requirements are met, you will receive your High Interest Rate.

Q: If I make debit or ATM card or ACH transactions through my savings account, will those count towards my requirements?

A: No. The transactions must occur on your Aim Higher Checking account to fulfill the requirements.

e-Statements Requirement

Q: Do I need to have an email address to receive e-Statements?

A: Yes. You will be asked to provide a valid email address when you sign-up for Aim Higher Checking. You can use an existing email account or set-up a FREE email account via Hotmail, Yahoo or another email provider.

Q: When do I have to be signed up for e-statements to qualify for the High Interest Rate?

A: You must be signed up on or before the last business day of the month to qualify for the High Interest Rate. If you do not qualify you will still receive the standard rate.

Online Requirement

Q: Do I need to make any transactions within Aim Higher Checking Online to meet the requirements?

A: No. You just need to make sure you log-on to Aim Higher Online (under your Aim Higher Checking account number) at least once per calendar month.

Q: Does just logging into the mobile banking application meet the requirements?

A: Yes, you can log in once a month thru our mobile application.

VISA Debit Card Requirement

Q: If I use my VISA Debit Card at an ATM, will that transaction count towards my requirements?

A: No. The 10 VISA debit card transactions must be accumulated by making purchases directly through merchants. Both pin-based (debit) and signature-based (credit) transactions count towards the requirement.

Q: Can I "carry forward" VISA Debit Card transactions more than 10 to the next month?

A: No, at the start of each qualification cycle (calendar month), your VISA Debit Card transactions will start over.

Q: What if I make a VISA Debit Card purchase and it posts to my Aim Higher_ Checking account three days after I made the transaction? Which date will count towards meeting the requirements: the purchase date or the posting date?

A: The posting date is the only date our system can recognize when counting VISA Debit Card transactions. To qualify, transactions must be posted and cleared from your account between the first day of the calendar month and by 5 p.m. Central Standard Time on the last day of the calendar month. To ensure your transactions qualify, make sure to use your VISA Debit Card early and often.

Q: What about transactions processed using my card via PayPal, or an online subscription service? Will these transactions count to my10 qualifying transactions?

A: Yes, if the transaction is processed as a debit card withdrawal and not as an ACH transaction it will count.

Members Converting to an Aim Higher Checking Account

Q: How do I convert my old checking account to an Aim Higher Checking account?

A: Come in and visit with one of our Member Service Representatives. They will convert everything over from your old checking account to your new Aim Higher Checking account.

Q: Will I be able to use my existing VISA Debit Card, checks and member number with my Aim Higher_ Checking Account?

A: Yes. If your member number doesn't change, there is no need to order new checks or a new VISA Debit Card.

Q: Will the transactions on my old checking account count towards meeting the requirements for my new Aim Higher_ Checking account?

A: No. You must meet the requirements with your Aim Higher Checking account.

Q: I have officially converted to an Aim Higher Checking account. Do I need to update my recurring bill payments and transfers within Aim Higher Checking Online?

A: No if the account number is the same, you will not need to make any updates to any previously set up recurring bill payments and transfers.