

Frequently Asked Questions

- Q1. How does DoubleCheck™ Solutions work?
- A. The DoubleCheck solution allows customers to cover NSF events in the limited window of time while they are still good instruments before they are returned. After the FI has created a list of NSF items to return, the FI provides us with prespecified data regarding each NSF event and customer. DoubleCheck uses this information to contact the customer by telephone, e-mail, and text. After authentication of the customer via the financial institution's preestablished methods, DoubleCheck informs the customer of the NSF event and provides the customer with multiple convenient options to remedy the event to prevent an item or items from being returned. These options include using a credit card, debit card, transfers and other payment methods. Before the daily return cutoff, DoubleCheck provides the financial institution information regarding which item to pay, ACH posting files and reports.
- Q2. What does the customer do to see what items are causing insufficient funds?
- A. The customer has the choice to either click on the link provided, contact the call center or visit their local branch. All options are listed in the alert to the customer.
- Q3. How long does the customer have to take care of their decisions?
- A. Customers must take action within the specified time. This timeframe is established by the financial institution based upon timing of file exchanges and deadlines.
- Q4. What payment methods do they have to cover their items that has caused an insufficient balance?
- A. A customer can use their debit card, credit card, transfer money or pay cash. NOTE: Cash payments are handled at the branch. The financial institution can consider offering an "instant app" to cross sell their credit card.
- Q5. Is there a fee for this service? If yes, what is it?
- A. The financial institution has complete flexibility on what and if the customer is charged a fee for utilizing this service. In addition, all fee waivers are also up to the financial institution. DoubleCheck charges the FI a fee based upon usage.

- Q6. How is this service different than simply setting up alerts on their account?
- A. This service notifies the customer by telephone, e-mail and text to maximize the possibilities that the customer will be alerted in a timely manner to take action. The service offers the customer options to pick and choose the items they may want to have the financial institution “Pay” versus the items they want to return. Based upon the decisions by the customer, an amount may be due to remedy the NSF balance. Again, the customer is offered various payment options that are quick and easy to execute. The customer receives a receipt confirming the transaction at the end of the process. This entire process is presented through a set of intuitive screens for customer ease of use.
- Q7. Can the customer “Opt out”?
- A. Yes. If a customer opts out, they will not be included in this service.
- Q8. Does the customer have to “Opt in”?
- A. No. Unless the customer opts out, they will always be given the opportunity to use the service. They will not be charged unless they use the service and the financial institution establishes a transaction fee.
- Q9. How does the customer know that the notification is from our financial institution?
- A. All notifications and calls will look and feel like your financial institution and/or will reference your financial institution name. The DoubleCheck package that the financial institution selects will define the level of customization.
- Q10. What happens if the customer wants to make changes after deadline?
- A. Changes are not allowed after the deadline.
- Q11. Will the branches lose control over their customer’s overdraft decisions?
- A. Many financial institutions have attempted to contact their customers when an overdraft has occurred. However, this takes time and is typically difficult to get in touch with the customers during the day. With DoubleCheck™ Solutions, every customer will be notified at multiple touchpoints AND have the ability to take action immediately and conveniently. The branches, call center and operations teams will be able to access the

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system to help customers over the phone or take action on restricted accounts, i.e. dormant accounts. Employees will access an “administrative” DoubleCheck Solutions site which will present a “search” function, so they can quickly and easily find the correct customer.

- Q12. What if the customer has set up automatic transfers to cover their overdrafts?
- A. Any pre-established automated process will continue as normal. The DoubleCheck™ Solution service launches only when the account has an insufficient available balance as a result of an item(s) being presented for payment.
- Q13. If a customer doesn't have enough to cover all of the items presented, can the customer decide which items they want to pay and which ones to return?
- A. Yes! They have the option to pick and choose the items they wish to pay based upon sufficient funds and or the amount they wish to additionally pay to remedy the NSF.
- Q14. Does this service only display checks that are creating an insufficient balance?
- A. No, the system will display any items (checks, ACH, other) that have caused the insufficient balance.
- Q15. How will training work for our employees and customers?
- A. The DoubleCheck Team will work with your training designee to prepare a training plan. This plan will include training documentation, marketing pieces, training logistics and training champions.
- Q16. Will revenue from this service be credited to my branch?
- A. That depends on how your system tracks and posts fee income. If it tracks and posts by branch center; then you should see the fee income. NOTE: Please ask your manager for additional confirmation on this matter.
- Q17. If there is more than one name on the account, who's contact information will be selected to send out the alerts?

- A. Any contact information provided will be used. The financial institution decides what contact information will be used.
- Q18. Is there a project plan provided? What does it cover?
 - A. Yes! DoubleCheck will provide a project plan based upon the timeline decided by the financial institution. The project includes a list of tasks and expectations for the DoubleCheck Team as well as the FI. This project plan is updated throughout the project and progress is reported to the designated management team.