

Frequently Asked Questions:

Electric Blue Rewards Checking and Qualifications

1. What are the rewards of Electric Blue Rewards Checking?

- 2.26% APY (Annual Percentage Yield) on balances up to \$25,000
- 0.50% APY on balances over \$25,000
- 0.25% APY on non-qualifying balances (if you do not to meet all the qualifications)
- ATM fees nationwide are automatically refunded at the end of your statement cycle. ATM refunds are limited up to \$5 per transaction and \$25 per cycle if requirements are met.

2. What are the cycle qualifications to receive the rewards on this account?

- Make 12 debit card purchases per cycle (purchases must be posted, not pending -- excludes ATM transactions)
- One Direct Deposit or Automatic Payment from your account
- Access internet banking

3. How often must the qualifications be met to qualify for Electric Blue Rewards Checking rewards?

- Each cycle

4. What happens if I do not meet the qualifications for Electric Blue Rewards Checking rewards?

- Your checking account is still free and you can start over next cycle to earn the rewards. Interest will be paid at the base rate of 0.25% APY on your balance and your ATM fees will not be refunded.

5. Are there any monthly service fees?

- No. There are no monthly service fees on Peoples Bank of Kankakee County Electric Blue Rewards Checking accounts.

6. How does the tiered interest rate for Electric Blue Rewards Checking work?

- If you meet the qualifications, you will receive 2.26% APY on balances up to \$25,000 and 0.50% APY on balances over \$25,000.
- If you do not qualify, you will earn the base rate of 0.25% APY on your entire balance.

7. Can the Rate/APY change on my Electric Blue Rewards Checking account?

- Yes, all Rates/APYs on Electric Blue Rewards Checking may change at Peoples Bank of Kankakee County's discretion.

8. Is this just a "teaser" rate?

- No, this is a high Annual Percentage Yield account. However, Electric Blue Rewards Checking rates may fluctuate from time to time at Peoples Bank of Kankakee County's discretion.

9. How is the interest calculated?

- Daily Balance Method. This method applies a daily periodic rate to the principal in the account each day.

10. If I meet the qualifications, when will I receive my rewards?

- Interest is paid monthly and posted on the last day of the statement cycle.

11. If I use another financial institution's ATM and pay a fee, when will I get my refunds?

- If the qualifications are met, all ATM fees nationwide will be refunded on the last day of the statement cycle.

12. Do I have to do anything in order to get my ATM fee refunds?

- No, other than meeting the qualifications. ATM refunds are automatically paid on the last day of your statement cycle. However, on the unlikely event you are not reimbursed as outlined, please let us know and we will promptly refund the fees.

13. How will I know that I have qualified for my rewards at the end of the cycle?

- An email will be sent letting you know if you qualified for the rewards. If you did not qualify, an email will be sent letting you know you did not qualify for the rewards and why.
- You can log into Internet Banking to review your account activity and confirm that you have met the minimum account qualifications at anytime.

14. Will Electric Blue Rewards Checking customers receive a 1099 at the end of the year reflecting interest earned?

- Yes, if interest earned is \$10 or greater.

15. Are fees refunded on ATMs used internationally?

- No, nationwide only.

16. If my account balance goes negative, will I still be able to qualify for my rewards during that cycle?

- Yes, as long as the qualifications are met.

17. If I fail to meet the qualifications during this cycle, can I still have a chance to qualify during the next cycle?

- Yes, of course!

18. What if my new debit card does not arrive until late in the cycle and I do not have time to earn my first month's rewards?

- Peoples Bank of Kankakee County waives the first cycle qualifications. You will receive your rewards for the first statement cycle that you have the account even if you do not meet the qualifications.

19. If I miss my qualifications by only one debit transaction, can I call in and get my interest and ATM refunds anyway?

- No. However there are no service charges and you will still earn 0.25% APY.

20. Does online bill pay count toward and an ACH debit or credit?

- No.

Statement/Qualification Cycles

21. What is the statement cycle for Electric Blue Rewards Checking?

- It begins on the second business day of the month and ends on the first business day of the following month. All Electric Blue Reward Checking account customers are on the same cycle.

22. What is the qualification cycle?

- Beginning the first day of the calendar month and ending the last day of the calendar month.

23. Why two different cycles?

- Qualification Cycle – Qualification Cycle is the TRUE calendar month (starting and ending on a business day.
 - Debit card transactions must POST during this qualification cycle to count towards qualification requirements (When you use your debit card at a business, your transaction will MEMO post to your account. It will not actually POST until the business processes their transactions. Thus, the posting of your POS (Point of Sale) transactions are controlled by the business and not Peoples Bank of Kankakee County. We suggest that you try to make all 12 required debit card transactions by the 25th of the month to give time for the business to process the transactions so they can POST to your account prior to the end of the qualification cycle.)
- Statement Cycle - Begins the 2nd business day of current month through the 1st business day of the next month.
 - Cycle when your statement will cut and when the interest and ATM refunds are posted to your account.
- The reason for these two cycles is to give the bank one business day to verify all qualifications and post the interest and ATM refunds to your account so they are included in your statement. It is pretty straight-forward but sometimes causes confusion for those transactions that POST after the end of the Qualification Cycle but prior to the cut-off of the Statement Cycle. Example: A debit card transaction posts to your account on May 1, 2009. That transaction would count towards your **May qualification cycle** but would be included in your statement generated on 5/1/09 – which includes your **April 2009 qualification transactions** and the interest and ATM refunds posted for that qualification period.
- One important item to remember – Your first **STATEMENT** cycle is free – you do **not** have to meet the qualifications in order to receive the E-Rate APY for that **STATEMENT** cycle.

Debit Card Transactions

24. If I use my debit card at an ATM, will that transaction count towards my qualifications?

- No. Only POS (point-of-sale) transactions count.

25. What is a “posted transaction”?

- A settled transaction is one that has posted to your account. When you use your debit card, the merchant places a memo hold on your account in the amount of your purchase*. It can take up to three business days before the transaction posts or clears. It will not actually POST until the business processes their transactions. Thus, the posting of your POS (Point of Sale) transactions are controlled by the business and not Peoples Bank of Kankakee County.

**Some merchants, such as gas stations, car rental, or hotels may actually place a hold on your account for an amount larger than your actual purchase.*

26. May I “carry forward” debit card purchases in excess of the required number to the next cycle?

- No, each cycle you must meet all three qualifications.

Electronic Statements

27. Do I receive images or checks back with my Electric Blue Rewards Checking account?

- No, however you may view your check images online.

28. Can I have an Electric Blue Rewards Checking account if I do not own a computer?

- Yes, of course! You do not have to own a computer, but you must provide a valid e-mail address for notification of availability of each electronic statement.

29. What if I need a printed copy of my statement and/or check image?

- You can print a check or statement from your computer. Additionally, Peoples Bank of Kankakee County keeps records of all statements and checks as required by state and federal laws.

30. What if I change my e-mail address?

- You must notify the bank when your e-mail address changes so that we can deliver your notification of your statement availability.

31. What if I don't want my statement delivered electronically?

- Just Ask!
- Contact us @ peoplesbankdirect.com, stop in at one of our convenient locations, or call us at 815-936-7600

Account Limits

32. Is there a limit on the amount of money I can keep in my Electric Blue Rewards Checking account?

- There is no limit to the amount you put into your account. Feel free to consolidate savings, CDs, and accounts at other institutions into this account.

33. Is there a minimum balance requirement in order to receive my rewards?

- No.

34. What is the minimum opening balance for an Electric Blue Rewards Checking account?

- \$100.

35. Is there a limit on the amount of ATM refunds that I can receive during a statement cycle?

- Yes, ATM Fee Refunds will be refunded up to \$25 per statement cycle and \$5 per item when qualifications are met.

Opening/Converting Accounts

36. Can I open an Electric Blue Rewards Checking account over the phone?

- We prefer you come in to a branch or apply online @ www.peoplesbankdirect.com.

37. Can I open multiple Electric Blue Rewards Checking accounts?

- This offer is limited to one account per customer.

38. Can this be used as a business account?

- No.

39. Is overdraft protection available for Electric Blue Rewards Checking accounts?

- Yes. Our Overdraft Reserve(sm) overdraft protection is available after 30 days on all accounts that are in good standing.

40. How do I convert my current checking account to an Electric Blue Rewards Checking account?

- Contact us online @ www.peoplesbankdirect.com or drop by one of our branches and talk with a Peoples Bank of Kankakee County associate about converting your account to an Electric Blue Rewards

Checking:

- Bourbonnais Main Office, 315 Main NW, Bourbonnais, IL 60914
- Kankakee Downtown Office, 333 E. Court Street, Kankakee, IL 60901

41. Will I be able to use my existing debit card and checking account number with my Electric Blue Rewards Checking account?

- Yes, if your account is already a Peoples Bank of Kankakee County account, everything will remain the same.

42. Will the purchases from this cycle on my old account count towards the required purchases for this cycle on my Electric Blue Rewards Checking account?

- Since Peoples Bank of Kankakee County waives the first cycle qualifications, this will not apply.

43. If an existing customer is moved to an Electric Blue Rewards Checking account, will his/her statement cycle change?

- Yes.

44. If I am converting an account that accrues interest to an Electric Blue Rewards Checking account, do I need to wait until the interest posts on the first account before closing?

- If you convert an existing interest-bearing account to Electric Blue Rewards Checking, you will be paid the interest earned up until the date you convert your account to Electric Blue Rewards Checking. Once you convert your account, you will be eligible for the new interest rates.

45. How do I deposit additional funds into my account once it is open?

At the time of application, the maximum amount allowed to fund your account is \$100. Once opened, you can transfer additional funds to your account in the following manners:

- Mail a check to the bank for deposit – Cashiers Check or a Personal check. (For availability of these funds, consult the Funds Availability disclosure provided at the time of application.)
- Overnight a check for deposit – Personal Check or Cashier Check
- Wire transfer from your current bank. There would be no charge by Peoples Bank of Kankakee County for the receipt of this wire. However, you would need to verify with your current bank the fee to send this wire from your current account.

- Direct Deposit (i.e. Payroll checks, Social Security Checks, etc.)
- If your current bank has Bill Pay options, find out what the limits and options are available through that process.

What happens when I apply online?

- When you click Apply Now
 - You will be connected to CheckingFinder to start your secure online application
 - You will be advised of what items you will need to complete your online application
 - You will be provided with Terms of Use and Privacy Policy disclosures from CheckingFinder. You must accept these disclosures to continue.
 - You will be provided with the Electronic Records Disclosure & Agreement and several disclosures from Peoples Bank of Kankakee County – These disclosures must be read and accepted to continue.
 - Complete the application, including security questions provided for your protection.
 - Your application will be processed
 - If your application cannot be accepted with the information provided, you will be advised. Within two business days, you will be mailed an Account Action form with further details.
 - If all information provided has been accepted, you will be advised to complete the funding section of your application. – You will enter the information about the account where you will be transferring the \$100 minimum deposit to open your Electric Blue Rewards Checking Account
 - Provide Bank name, Routing #, savings or checking account number
 - You will receive a confirmation number for your completed application.
 - Within two business days – you will receive an email from service@peoplesbankdirect.com advising that we have received your application and if we have accepted or denied this application with further details.
 - If accepted, we will mail you a Welcome Letter and Starter Kit that will include all the information you need to start using and enjoying your new Electric Blue Rewards Checking Account.

Have we answered all your questions?

If not, please contact us @ www.peoplesbankdirect.com or call or drop by one our branches and talk with a Peoples Bank of Kankakee County Customer Representative at:

Bourbonnais Main Office

315 Main NW
Bourbonnais, IL 60914
815.936.7600

Kankakee Downtown Office

333 E. Court Street
Kankakee, IL 60901
815.932.5000