



COMING SEPTEMBER 15, 2017 “SAME DAY” ELECTRONIC PAYMENTS

Beginning September 17, 2017 the various National payment networks must begin Same Day ACH Debits. ACH stands for Automated Clearing House (ACH) and is how most direct deposits and automatic payments are processed. Below are a few points to consider when making one-time and/or reoccurring payments.

How will Same Day ACH Debits impact me and my account at the Bank?

Automatic withdrawals you authorize to be paid from your account could clear as quickly as the very same day! For example: You call or use a merchant mobile app to make a payment to your credit card; if the merchant chooses to process the payment as a “same day” *then the payment will be withdrawn from your account the very same day you schedule the payment, generally by 5:00 p.m.*

Can I contact the Bank and request a same day payment to a merchant?

No. The Bank does not have the ability to process a same day payment for you unless you schedule the payment through your e-access online banking profile or e-access mobile app and the option is available for the payee you are attempting to pay.

How will I know if the payment will be processed as a “Same Day” payment?

This is determined by the merchant or payee you are paying; the Bank does not control how the payment is processed and cannot tell you how it will be withdrawn from your account. Please direct these questions to the merchant or payee you are dealing with.

How can I be sure “Same Day” will not negatively impact me or my account?

You should ensure when you make a payment that the funds **are available** in your account **BEFORE YOU** schedule a payment to be made. If you have our e-access online banking and our e-access mobile app; then you can check balances right away. Or you can sign up for automatic account alerts, such as when your current balance goes below a limit you set. You can also use the free “My Mobile Money” app that will alert you to ATM and debit card transactions processed with your GCB/NCB Debit Card.

What about payments that I have already pre-arranged?

If you have set up a pre-arranged payment, for example a mortgage or insurance payment, most of these payments will not change and will be withdrawn from your account as they have previously. If you have questions on these pre-arranged payments please contact the merchant or payee who will be withdrawing the funds from your account.

If you have more questions please contact a Customer Service Representative at 877-682-0334 or stop by one of our 10 convenient locations.