

NAME \_\_\_\_\_

DATE \_\_\_\_\_

GRADE \_\_\_\_\_

## 2008-2009 SEMI ANNUAL PRODUCT TEST

Place a T (True) or an F (False) in front of the statement.

- \_\_\_ The Free Checking and the eCheckless require members to sign up for eStatements.
- \_\_\_ The Gold Checking Account is the only checking to offer tiered earnings.
- \_\_\_ The monthly service charged is waived if the member is 55+ on a Gold Checking.
- \_\_\_ Only the eCheckless requires Direct Deposit.
- \_\_\_ There is an \$8 monthly service fee on the Basic Checking Account.
- \_\_\_ Overdraft protection is available only on the Gold & Basic Account.
- \_\_\_ All checking accounts offer unlimited check writing.
- \_\_\_ eCheckless is the "second chance" account.
- \_\_\_ The eCheckless will revert to a Basic Checking if not signed up for eStatements.
- \_\_\_ The member must maintain a \$1500 balance in the Gold Account to avoid the fee.
- \_\_\_ There is no monthly service charge on the Free Checking or eCheckless Account.
- \_\_\_ Members with the Gold Account get 3 free boxes of checks each calendar year.
- \_\_\_ There are unlimited withdrawals and transfers on all personal checking accounts.
- \_\_\_ Members can update all their personal information through eAccess.
- \_\_\_ Members are charged to view checks through eAccess.
- \_\_\_ The website for eAccess is [www.carterfederalcu.org](http://www.carterfederalcu.org).
- \_\_\_ Cross transfers are automatically set up when the members open the account.
- \_\_\_ The member must set up 3 challenge/response questions in eAccess.
- \_\_\_ Members are charged nothing to use eAccess.
- \_\_\_ eAccess is available 24/7.
- \_\_\_ Members can make loan payments through eAccess.
- \_\_\_ Only certain members can receive an ATM Card.
- \_\_\_ ATM stands for Automated Transfer Machine.
- \_\_\_ A VISA Check card can be used for purchases only.

- You can only withdrawal, transfer or inquire about your account at an ATM.
- Members are charged \$5 for replacement cards.
- ePay is a very secure way to pay bills automatically.
- Members can send money to any company or person in the whole world.
- ePay eliminates the need for stamps, envelopes and a mailbox.
- The member must have a checking account and a current email address for ePay.
- The member gets a letter saying that the eStatement is ready.
- ePay payments are withdrawn from a member's checking account.
- Only reoccurring bills can be set up on ePay.
- eStatements increase mail fraud, ID Theft and the use of paper.
- Members must have an email address in order to get eStatements.
- eStatements give members access to 10 months of statements.
- Once signed up for ePay, always signed up for ePay.
- Only poor people use payday lending.
- The minimum term on a SAL is 5 days.
- The maximum amount of a SAL is \$1000.
- A SAL is a Salary Advance Loan.
- In order to qualify for a SAL, the member must have Direct Deposit.
- Members can have as many SALs as they want.
- SALs benefit the member by lowering costs and offering financial education.
- Members must qualify for Courtesy Pay.
- There is a \$2 fee for each Overdraft.
- When a member has a NSF check, they are charged \$30 and the item is returned.
- Members can choose to OPT Out of Courtesy Pay and Overdraft.
- Members receive three letters from Carter FCU before their overdrawn account is closed.
- Members can overdraft only from their Savings Account.
- Members need to have their account opened for 30 days to qualify for Courtesy Pay.
- Members are notified that they have Courtesy Pay on their account.

- \_\_\_\_\_ eMobile is free.
- \_\_\_\_\_ You can make loan payments on Audio Response.
- \_\_\_\_\_ Audio Response is option 5 on the main phone menu.
- \_\_\_\_\_ A member can only check balances through eMobile.
- \_\_\_\_\_ The 1<sup>st</sup> time a member logs in Audio Response, they are asked for the last 4 of their SS#.
- \_\_\_\_\_ Members must have eAccess in order to use eMobile.
- \_\_\_\_\_ MTS is the link used to reset Audio Response.
- \_\_\_\_\_ Audio Response and eMobile are available 24/7.
- \_\_\_\_\_ Members must have an active data plan on their phone to use eMobile.
- \_\_\_\_\_ A member must have a PIN to initiate a eWire.
- \_\_\_\_\_ All wires must be processed through Accounting.
- \_\_\_\_\_ A call will be placed to the member for any wire over \$8,000.
- \_\_\_\_\_ There is a \$10 fee for Bank Wires and eWires.
- \_\_\_\_\_ If the member doesn't have a PIN setup for eWires, he must set one up on eAccess.
- \_\_\_\_\_ If a member misses the wire cutoff time, he must wait for the next day to call back.
- \_\_\_\_\_ If the member cannot be reached, the wire may not be processed.
- \_\_\_\_\_ Western Union Wires are used when the receiver doesn't have an account somewhere.
- \_\_\_\_\_ Wires can only be received in person.
- \_\_\_\_\_ eWires can only be done through eAccess.
- \_\_\_\_\_ eWires and Bank Wires must be received by 2:00 each business day.
- \_\_\_\_\_ The teller is responsible for putting the Paper Check Stop on the system.
- \_\_\_\_\_ The teller is responsible for putting the ACH Stop on the system.
- \_\_\_\_\_ There is a \$30.00 charge all types of single item stop pays.
- \_\_\_\_\_ The teller is responsible for charging the Stop Pay fees on the system.
- \_\_\_\_\_ You cannot stop a first time ACH item.
- \_\_\_\_\_ A CU Money Order has a stamp that reads "Credit Union Money Order" on it.
- \_\_\_\_\_ All stop pays must be signed by the member.
- \_\_\_\_\_ VISA Check card purchases can be stopped by Accounting.

- \_\_\_\_\_ There is a \$10 charge for a copy of a check.
- \_\_\_\_\_ The first copy of the Stop Pay Request goes to Accounting.
- \_\_\_\_\_ A stop pay lasts for 1 year.
- \_\_\_\_\_ You can place a Stop Pay on a Teller Check if it is lost, damaged, or stolen.

Please answer the following questions:

What is Carter Federal's Vision?

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What is Carter Federal's Mission Statement?

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What are Carter Federal's Core Values?


By signing below I acknowledge that I answered all the questions independently without the aid of any resource or assistance from others. I understand that product knowledge plays a key role in my job and it is a job requirement that I know and understand this information.

\_\_\_\_\_  
 Employee Signature  
 Feb. 09 Product Test