Personal Banking 101
Interested in learning about how to manage your money? Personal Banking 101 will help you understand the financial fundamentals.

Checking Account
If you need a safe place to keep your money – and still have easy access to it – a personal checking account is an ideal choice.

Other good reasons to open your own checking account:

• It helps you keep track of how much money you have, and how much you spend.

• It also helps you budget your money.

• Your deposits with KeyBank are insured based on ownership up to $100,000 by the Federal Deposit Insurance Corporation (FDIC).

To open a checking account
There’s a KeyBank personal checking account that’s just right for you. To learn more, and to open an account:

• Visit a KeyCenter.

• Call 1-800-KEY2YOU (1-800-539-2968).

• Apply online at Key.com. Click on Checking.

Your account balance – and accessing your money
When you open your account, you’ll receive an account register with a new set of starter checks. The account register is a small book you will receive with your checks. Use it to keep track of your account balance by writing down every transaction (deposit or withdrawal) you make. After each transaction calculate your new balance.

When you put money into your account you are making a deposit. You can make deposits at any KeyCenter, automated teller machine (ATM), by telephone transfer from another KeyBank account, online banking transfer, or automatic direct deposit, which is an electronic transfer to your account for payments such as paychecks, social security and other benefits.

Note: When you deposit a check, those funds may not be available to you for a few days. When the funds will be available is determined by the routing number on the check deposited. The Funds Availability Policy describes when the funds will be available to you.

• A checking account withdrawal is any time you take money out of your account.
You can take out money by:

- Writing a check.

- Using a Key ATM or debit card at any KeyBank ATM or wherever MasterCard® or the logos on the back of the card are accepted.

- Authorizing payments for regular monthly bills, or automatic withdrawal to be taken out of your account through an automatic clearing house (ACH) transaction. For example, you may contact a utility company to set up a regular payment.

- Using Key’s online bill pay service.

- Requesting money from your account at any KeyCenter.

- Transferring money out of your checking account and into another KeyBank account at a KeyBank ATM, by phone at 1-800-KEY2YOU® (1-800-539-2968), or online at Key.com.
Maintaining your account register

Tracking your account balance
Your account register is the best, most up-to-date place to keep track of your account balance. Provided you keep it current and up-to-date, it shows every transaction, whether or not those transactions have been processed by the bank. You can also check your current account balance by:

• Visiting any KeyBank branch.
• Using your Key ATM/debit card at any KeyBank ATM.
• Enrolling in Online Banking.
• Calling 1-800-KEY2YOU (1-800-539-2968)

For deposits, record on your account register:
• The date
• A brief description of the deposit
• The amount of the deposit
• Add the deposit amount to your account balance

• Provided your register is up-to-date, the new balance is the amount in your account after all items logged in your register have posted to your account at the bank.

For withdrawals, record on your account register:
• If it’s a check, the check number
• The date
• The name of the person or company you paid, plus a brief description of what you paid for
• The amount of the withdrawal
• Subtract the withdrawal from your account balance

• Provided your register is up-to-date, the new balance is the amount in your account after all items logged in your register have posted to your account at the bank.

• If it is a debit card or ATM card purchase or any other type of withdrawal, follow the same steps.

Your checking account statement
Every month you’ll receive an account statement from KeyBank in the mail. This monthly statement lists all your transactions (deposits and withdrawals) that have posted to your account during the statement period, and tracks your balance throughout the month. It lists:

• Beginning balance
• Dates and amounts of transactions
• Check numbers and check amount
• Purchases made with your ATM or debit card at a merchant
• ATM withdrawals and deposits
• Bill payments, automatic withdrawals/payments or transfers

• Ending balance

• Use it to keep track of checks that have cleared

**How to write a check**

When you write a check, it needs to include the following information:

• The date

• Payee: The name of the person or company you are paying

• The amount of the check in numbers

• The amount of the check spelled out in words

• A note about what you’re paying for in the memo section in the bottom left

• Your signature

**Overdrafts, or “bounced checks,” and overdraft protection**

When you make a withdrawal that’s greater than the available balance in your account, your account is overdrawn.

A check written for more than your available balance may either be paid by the bank and thus overdraw your account, or be “bounced” due to non-sufficient funds (NSF). Instead of paying the amount of the check, the bank returns (bounces) the check back to the person or company to whom it was written. In either case, banks charge a fee for overdrawing the account or bouncing a check.

KeyBank offers Cash Reserve Credit overdraft protection to help avoid these situations. Without Cash Reserve Credit, overdraft or NSF charges may be assessed – as well as potential merchant fee, late-payment fees, and damage to your credit.

For those who qualify, a Cash Reserve line-of-credit is established and linked to your checking account to avoid overdrafts and bounced checks. The funds that are needed to cover the transaction are taken from the line-of-credit and transferred to your checking account. Interest is charged only on the amount that is used until it is paid back. The annual fee for this service is low when compared to the expenses and embarrassment that it could save from overdrawing your account or bouncing a check.

**Online Banking**

Your computer and the Internet provide a convenient, easy, safe and secure way to access your money and track your transactions.

KeyBank’s Online Banking service allows you to:

• Review accounts and transactions online
• Check account balances
• View check images
• Receive email alerts when select activity occurs on your account
• Transfer funds between your Key accounts and accounts at other banks
• Pay bills using Key Bill Pay
• Order check and statement copies
• Receive your statement online
• Place stop payments and reorder checks
College students and their parents find the online tools especially useful. When parents are joint owners on a student account, parents can transfer money from their account to the student’s account.

- To enroll in Key’s Online Banking, log on to key.com and follow the easy steps. All you need is your debit card or ATM card.

**Key Bill Pay**
Save time by paying your bills online with the click of a button. Pay anyone in the U.S. that you would normally pay by check – from your utility bills, or mortgage, to the newspaper delivery person anytime, at your convenience. Recurring bills can be set up to automatically be paid on a monthly or quarterly basis.

**Banking by Telephone**
- You can also access account information and transfer funds by telephone by calling 1-800-KEY2YOU (1-800-539-2968).

**Debit Cards, ATM Cards, and Credit Cards**

**ATM transactions**
Key’s debit cards, ATM cards, and credit cards** provide access to more than 2,400 KeyBank automated teller machines (ATMs) across the nation. An ATM is a safe, secure way to deposit, withdraw or transfer money to or from your account. (Credit cards can only be used at ATMs to withdraw money.)

Shortly after you receive your card, you will receive a separate letter with a Personal Identification Number (PIN). Your PIN is a secret code that, along with your card, gives you access to your accounts.

To use your card at an ATM:
- Insert the card into the slot or swipe the card.
- Enter your PIN on the machine’s number pad.
- Follow the instructions on the screen to choose the transaction you need – deposit, withdrawal, or check your account balance, for example.
- When you’re finished, remember to take your card, if applicable, and your receipt.
- Keep your receipt, and write down the transaction in your account register. Remember, ATM and debit card transactions post to your checking account. Credit card transactions post to your credit card account as a cash advance.

You can use your debit card or ATM card at any ATM that displays any of the logos printed on the back of your card. If you use an ATM that’s not a KeyBank ATM, both the operator of the ATM and KeyBank may charge you a fee. The fees charged by the other non-KeyBank ATM operator, will be added to the withdrawal, and will appear on your ATM receipt at the time of the transaction and will appear later on your statement. If there are any ATM fees charged by KeyBank, they will be reflected on your statement.

**Be safe.**
- Memorize your PIN, and don’t keep it with your card.
- If you choose your own PIN, make it a random number, not an obvious number like your birthday.
- Always remember to take your card and receipt with you when you finish a transaction.
- You can change your PIN number at an ATM to keep your number safe.
Be smart.
• Remember, your debit card or ATM card takes money straight out of your checking account immediately.

• If you don’t have enough money to cover your withdrawal, your transaction may be denied, or if completed, you may be charged a fee.

• Keep your receipts, and write down each transaction in your account register.

Debit card purchases
You can use your KeyBank MasterCard debit card at millions of locations worldwide. This includes online businesses and many businesses that do not accept checks.

A debit card is linked to your checking account, and the amount you spend will be deducted from your account almost immediately.

Just follow these steps:
• Swipe the card through the terminal.

• You can either sign the receipt or enter your PIN for the purchase.

• Be sure to take your card and receipt.

• Write down the transaction in your account register and keep your receipt.

PayPass is a new ‘contactless’ payment feature that provides KeyBank clients with ‘The Simpler Way to Pay’ by tapping their debit card on a point of sale terminal rather than swiping the card or handing it to a cashier. Key’s debit card with the PayPass technology allows you to make purchases at participating PayPass merchants with one simple tap of your card. At PayPass locations, the card never leaves your hand and you do not have to wait for change. PayPass lets you check out faster, while providing a convenient alternative to cash. PayPass also provides you with better record-keeping of your purchases than cash.

It works just like your existing debit card – but no more swiping or giving the card to cashiers. No searching for coins or waiting for change because PayPass makes the transaction simpler and quicker for all – at fast food restaurants, gas stations, convenience stores, pharmacies, movie theaters and more. PayPass transactions are targeted at low value purchases. The exact dollar amount varies by merchant but is generally below $25. For purchases above that amount, your signature or entering your PIN is still required.

The KeyBank Debit Card with the PayPass logo will continue to function like KeyBank’s existing debit card and you can either swipe and sign or enter your PIN to process a transaction at merchant locations that have not installed the PayPass feature on their point of sale terminals.

Credit cards
KeyBank’s VISA® and MasterCard® credit cards* can be used to make purchases or to get cash advances – up to the amount of your card’s purchase or cash-advance limits respectively.

A credit card is a convenient way to pay without cash at many merchants, and it keeps track of your purchases on the card’s monthly statement. In effect, the credit card issuer loans you money for your purchases and charges you interest for that loan (a fee for borrowing money) usually if not paid on its entirety before the end of the grace period.

Here’s how it works:
• You receive a statement from the issuer every month, listing what you purchased (what you borrowed) during that statement cycle and how much you owe.
Be smart.
• It’s wise to pay off your total credit card balance each month.

• If you pay less than the total, you will be charged interest on the outstanding balance.

• There is no set amount of time to pay your credit card debt, but you must pay at least the minimum payment due each month by the due date. If you do not pay, you will be charged a late fee, and your delinquency will harm your credit rating.

• Cash advances on your credit card can have higher interest rates and fees than purchases.

Building a solid credit history
Banks make loans and give credit cards to customers based on the bank’s faith in the customer’s ability to repay those debts.

Your credit rating is your personal history with money and your reputation for financial responsibility. By opening a checking or savings account and managing it wisely, you begin to build a good credit rating.

A good credit rating is important to your future if you ever plan to buy a home, car or pay for tuition with a bank loan.

To start building a good credit rating:
• Pay your bills on time, any late payment can hurt. If you fail to pay a bill, or if you miss a payment, the person or company to whom you owe the payment may report the failure to a credit bureau; and this report could harm your credit rating.

• Beware of bad debt. Be sure you can repay any money you borrow – especially with credit cards. It can be easy to fall behind on your payments and hurt your credit rating when you begin to accumulate large debts.

Your credit report
Your credit report is an accumulation of information about how you pay your bills and loans, how much credit you have available and what your monthly debts are. This and other types of information help a potential lender decide whether you are a good or bad credit risk. The report itself does not say whether you are a good or bad credit risk; it simply provides lenders with the data to make the decision themselves.

Credit bureaus, also known as credit reporting agencies (CRAs), collect this information from merchants, lenders, landlords, etc., and then sell the report to lenders. A credit bureau is a clearinghouse for credit information about consumers. There are over 1,000 local and regional credit bureaus around the country that gather information about your credit habits directly from your creditors. Typically, these smaller local and regional bureaus are affiliated with one of three large national credit bureaus – Equifax, Experian and TransUnion.

Obtaining your credit report
Under the Fair and Accurate Credit Transactions Act (FACT Act) you can request and obtain a free credit report once every 12 months from each of the three nationwide consumer credit reporting companies. You can (and should) request copies of your report from the three major credit bureaus regularly to correct any inaccuracies.

AnnualCreditReport.com is a centralized service and the official site to help consumers request and obtain free annual credit reports. It was created by the three nationwide consumer credit reporting companies, Equifax, Experian and TransUnion. AnnualCreditReport.com allows you to request a free credit report online, once every 12 months from each of the three nationwide consumer credit reporting companies: Equifax, Experian and TransUnion. AnnualCreditReport.com offers consumers a fast and convenient way to request, view and print their credit reports in a secure Internet environment. You can receive a report immediately by using this secure website.
You may also request your Credit Report by phone by calling 1-877-322-8228. You will go through a simple verification process over the phone and your reports will be mailed to you.

Or you may request your Credit Report by mail by filling out a request form available online and mailing it to:

Annual Credit Report Request Service  
P.O. Box 105281  
Atlanta, GA 30348-5281

When you request a free annual credit report by phone or mail and it is mailed within 15 days.

Please note that, as a security precaution, you should never provide your personal information to any other company or person in connection with requesting free annual credit reports under the FACT Act. AnnualCreditReport.com does not approach consumers via email, telemarketing or direct mail solicitations.

Credit score
A credit score is a complex mathematical model that evaluates many types of information in a credit file. A credit score is used by a lender to help determine whether a person qualifies for a particular credit card, loan, or service. Most credit scores estimate the risk a company incurs by lending a person money or providing them with a service — specifically, the likelihood that the person will make payments on time in the next two to three years. Generally, the higher the score, the less risk the person represents.

You can purchase a credit score by contacting one of the nationwide consumer credit reporting companies – Equifax, Experian, TransUnion. You can also purchase a credit score when you request your free annual credit report through AnnualCreditReport.com website.

Equifax: 1-800-525-6285; www.equifax.com  
P.O. Box 740256  
Atlanta, Georgia 30374

Experian: 1-888-397-3742; www.experian.com/fraud  
P.O. Box 9532  
Allen, Texas 75013

TransUnion: 1-800-680-7289; www.transunion.com  
P.O. Box 6790  
Fullerton, CA 92834

Identity theft
You have the right to ask that nationwide consumer credit reporting companies place “fraud alerts” in your file to let potential creditors and others know that you may be a victim of identity theft. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. On the other hand, it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide consumer credit reporting companies. As soon as that agency processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

An initial fraud alert stays in your file for at least 90 days. An extended alert stays in your file for seven years. To place either of these alerts, a consumer credit reporting company will require you to provide appropriate proof of your identity, which may include your Social Security number. If you ask for an extended alert, you will have to provide an identity theft report. An identity theft report includes a copy of a report you have filed with a federal, state, or local law enforcement agency. For more detailed information about the identity theft report, visit www.consumer.gov/idtheft.
**Smart saving**
A savings account can keep your money safe while it works for you by earning interest.

- Your deposits with Key are insured based upon ownership up to $100,000 by the FDIC.
- Your savings account earns interest, so it grows over time.
- Saving is important because it enables you to have extra cash on hand for emergencies.
- A savings account also builds your money for long-term expenses like school tuition, buying a home, vacations, and even retirement.
- If you’re a student, KeyBank waives the monthly minimum balance requirement on a KeySaver account for four years when you maintain a Key Student Checking account.

**Education loans**
Education loans can help you achieve your academic and career goals.

KeyBank offers a full range of programs to fit a wide variety of needs:

- Federal education loans, private education loans, and education consolidation loans.
- Loans for full-time and part-time students, as well as for students at prep schools, IT centers, and students at undergraduate, graduate, medical, dental and law schools.

Key provides extensive education planning and financing information online. To learn more, visit www.Key.com/educate.

**Installment loans**
Installment loans are designed for a specific purpose such as the purchase of a personal computer. They provide security and convenience of fixed monthly payments over a specified amount of time called a term.

**Auto loans**
Auto loans are also available for the purchase of a new or used car.
Glossary

**Account balance**
The total amount of money you currently have in your bank account.

**Account number**
The identification number used by the bank for your bank account. Each account has its own number – one for checking, one for savings, etc.

**Account statement (Bank statement)**
Periodically (usually monthly or quarterly depending on the type of account), your bank mails you a statement that lists a record of all the transactions in your account for the past period. You can also sign up to receive your statement online through Online Banking.

**Annual percentage rate (APR)**
In loans, the true cost of borrowing money, expressed as a yearly percentage rate. APR takes into consideration the interest rate plus certain other loan fees.

**Annual percentage yield (APY)**
A percentage rate reflecting the total amount of interest paid on a deposit account, based on the interest rate and the compounding frequency for a 365 day period.

**Automated teller machine (ATM)**
Also called a “cash machine” or “bank machine.” A machine where you can use your ATM/debit card and personal identification number (PIN) to access the accounts linked to your card to make deposits, withdrawals, transfers, and to check your account balance.

**ATM card**
A card issued by your financial institution. It is used to complete financial transactions through ATMs and merchants featuring the network logos on the back of your card (not necessarily your bank’s machines).

**Automatic deposit**
The electronic transfer of funds directly into your account.

**Available balance**
The balance in your account, less any amount on hold or not yet fully collected.

**Balance your checkbook**
Comparing your bank statement with your account register to make sure you have the correct account balance and that you are keeping track of all transactions for your account.

**Cash advance**
With a credit card, you may borrow money up to a specific limit. You may get a cash advance at a bank or an ATM. Some credit cards charge higher interest rates on cash advances than on purchases, and some begin charging interest immediately.

**Credit bureau**
Also known as credit reporting agencies (CRAs). Local and national clearinghouses that gather information on the credit individuals have and how they manage it.

**Credit card**
A card issued by a financial institution that allows you to borrow money, up to an approved amount, for purchases and cash advances.

**Credit limit**
The total amount of money you are approved to use on your credit card or a personal line of credit.
Credit rating/Credit score
A record of your financial reputation or history with money. Your credit rating is used by lenders to evaluate your ability to repay a loan or use a credit card. A credit score is a complex mathematical model that evaluates many types of information in a credit file. A credit score is used by a lender to help determine whether a person qualifies for a particular credit card, loan, or service.

Debit card
A card issued by your financial institution used to make purchases or cash withdrawals at merchants and ATMs anywhere the logos on the back of the card are displayed.

Debit transaction
The use of an ATM/debit card to buy something at a store, restaurant, gas station, etc. The money for these transactions comes directly out of your checking account.

Delinquent/delinquency
Failure to make a payment by the due date.

Deposit
Putting money into your account.

Extended Fraud Alert
A fraud alert entry made by a consumer reporting agency to the consumer's credit report at the request of the consumer, or an appropriate representative of the consumer. The consumer reporting agency must provide the fraud alert message along with any credit score generated in using the consumer's credit file for a period of 7 years from the date of the fraud alert request. In the first 5 years starting from the date of the request, credit reporting agencies must exclude the consumer from any lists prepared for any third party to offer credit or insurance to the consumer.

FDIC Insurance (basic coverage)
The basic amount of insurance coverage provided to depositors of an insured bank is $100,000 based on ownership capacity. FDIC insurance covers the balance of each depositor's account, dollar-for-dollar, including principal and any accrued interest through the date of the bank's closing, up to the insurance limit. The $100,000 limit applies to all depositors of an insured bank except for owners of "self-directed" retirement accounts, which are insured up to $250,000 per owner, per insured bank.

Initial Fraud Alert
A fraud alert entry made by a consumer reporting agency to the consumer's credit report at the request of the consumer, or an appropriate representative of the consumer. The consumer reporting agency must provide the fraud alert message along with any credit score generated in using the consumer's credit file for a period of not less than 90 days from the date of the fraud alert request.

Installment
A specific amount of money paid over a specific time on a loan; e.g., a monthly installment of $150.00 per month for a 5-year car loan.

Interest
Interest earned is the money a bank pays you for letting it keep your money. Interest paid is the money you pay a bank for borrowing its money.

Interest rate on credit accounts
The rate that a bank or credit issuer charges for the money it lends you. It is good to look for a low interest rate when borrowing money.

Interest rate on deposit accounts
Annual rate of interest paid on an account which does not reflect compounding. It is good to look for a high interest rate to save money.
**KeyCenter**
Any local branch of KeyBank.

**Minimum balance**
The least amount of money you are required to keep in a deposit (checking or savings) account. With some accounts, you need to keep a certain amount of money on deposit, or you will be charged a monthly fee.

**Minimum payment**
The least amount of money you must pay each month on your credit card or loan.

**Online Banking**
A service that allows you to access account information through a secure Web site.

**Outstanding balance**
The total amount you owe. A monthly bill or credit card statement shows an outstanding balance for what you still owe.

**Overdraft charge**
A fee charged by a bank for each item that overdraws your account, or that would overdraw your account if paid. Sometimes called an “overdraft fee,” “insufficient funds fee”, “not-sufficient-funds fee” or “returned check charge.”

**Overdraft protection**
When your checking account is overdrawn, the bank will use funds from the overdraft protection option you’ve chosen to cover your overdrawn expenses up to your available credit limit.

**Overdrawn**
Your account is called overdrawn when you spend more money than you have available in the account.

**Personalized checks**
The checks you order with your checking account. They have your name, address and checking account number printed on them.

**Transaction**
Any banking you do. Transactions include deposits, withdrawals, checks, debit card or credit card purchases, payments, bank fees, interest, transfers, etc.

**Transfer**
Moving your money between your accounts. For example, you might transfer money from your checking account to your savings account. You can make transfers at a KeyCenter, at an ATM, online, or by telephone.

*All credit products are subject to credit approval.

**Credit cards are subject to credit approval and issued by Citibank (South Dakota) N.A. Rates may vary.**

KeyBank is Member FDIC