



Training Materials	
OWNER	Consumer Lending
TITLE	Skip-A-Pay FAQ's
DATE APPROVED	2/15/2019
LAST REVISION DATE	2/15/2019

1. SCOPE

- 1.1 CBC Federal Credit Union's (CBC) Learning & Development Department is steadfast in providing all team members with product-related frequently asked questions and answers (FAQ's and A's).
- 1.2 This Manual was structured to deliver the most up-to-date answers to general questions related to CBC's many products. If we missed one, feel free to let us know!

2. DEFINITIONS

- 2.1 Skip-a-pay: allows member to skip a payment once every calendar year

3. REFERENCES

- 3.1 www.ncua.gov CBC adheres all NCUA rules and regulations for product pricing and services

4. MANUAL

Question	Answer!
How often may you skip a payment?	You may skip a payment on any qualifying account once every calendar year, as long as you have not skipped a payment within the last three calendar months.
What types of credit accounts qualify for the Skip-a-Pay program?	The Skip-a-Pay program applies to closed-end credit accounts (accounts with a fixed repayment term) that are not secured by real property. The Skip-a-Pay program does not apply to open-end credit accounts (such as credit card accounts or lines of credit) or to any loan secured in whole or in part by real property.

<p>What happens if you choose to skip a payment?</p>	<p>If you choose to skip a payment, your “next due” date will be advanced one month forward, just as if you had paid; and your loan maturity date will be advanced one month forward.</p>
<p>What happens if you skip a payment on a loan set up for automatic payment transfer?</p>	<p>If your loan has an automatic payment transfer feature, we will do one of the following (depending on the type of transfer you have):</p> <p>a. from CBC account – we will not process a payment transfer until the next (new) due date on your loan.</p> <p>b. from direct deposit to CBC account that generates a transfer to your loan – we will advance the next transfer date one month forward. This will cause the deposited funds to remain in your CBC account.</p> <p>c. ACH transfer from account at other financial institution set up with CBC – we will advance the next transfer date one month forward. This needs to be done two business days prior to the origination date.</p> <p>d. ACH transfer from account at other financial institution set up with them – You will need to notify financial institution to stop ACH transfer. CBC is not responsible for starting/stopping ACH transactions originated at other financial institutions or any fees that may be incurred for overdrawn accounts or late payment fees assessed.</p>
<p>Is there a fee to skip a payment?</p>	<p>Yes, \$35 fee is charged each time that a payment is skipped.</p>
<p>Do you need advanced approval from CBC before skipping a payment?</p>	<p>CBC usually permits members in good standing to skip a payment.</p>
<p>How do you ask for approval from CBC?</p>	<p>In person at one of our branch locations or by calling ASC</p>
<p>Under what circumstances might a member be refused permission to skip a payment?</p>	<p>The Skip-a-Pay program is offered to members who are in good standing with all their accounts at CBC. Your request to skip a payment may be denied if:</p> <p>a. loan is not a closed-end loan b. loan is secured by real property</p>

	<p>c. you have not made six regular, on-time payments on this loan</p> <p>d. you have already skipped a payment once during the calendar</p> <p>e. you are more than 15 days past due for any payment on any credit account owed to CBC</p> <p>f. you have been 30 days or more past due for any payments on any credit account owed to CBC within the past 12 months</p> <p>g. pending bankruptcy proceeding or you have discharged in bankruptcy any part of any credit obligation you have or ever had to CBC</p> <p>h. CBC believes it would pose an unacceptable risk for the credit union to allow the payment to be skipped</p>
May this program be cancelled by CBC?	Yes. CBC reserves the right to cancel or modify this program at any time.

5. REVISION HISTORY

REVISION DATE	DESCRIPTION OF CHANGE	APPROVED
1/30/2019	Created by KR	Kat Rosene – L&D Coordinator
2/15/2019	Reviewed & Approved by DB	Dee Dee Beltran – AVP Consumer Lending
