

Use this easy-to-follow product guide to get information on our High Rise Savings Account services, fees and policies.

All Popular Direct deposit products are offered by, and will be opened through, Banco Popular North America (“BPNA”). BPNA is a Member FDIC institution and a New York state chartered bank. Processing services for all Popular Direct deposit products are provided by BPNA. All deposits with BPNA (including deposits through Popular Direct deposit products) are insured by the FDIC up to the applicable maximum amount allowed by law for each deposit ownership category. All balances for Popular Direct and BPNA deposits would be combined for purposes of determining FDIC coverage eligibility. For more information about FDIC insurance coverage of deposits accounts, visit <https://www.fdic.gov/deposit/deposits/>. For additional information regarding your account, please refer to the Personal Banking Disclosure and Agreement for Popular Direct Products.

Account Opening and Usage¹

MINIMUM TO OPEN:	\$5,000	
MONTHLY SERVICE FEE:	\$4	If the balance on any day of the statement period is less than \$500
EARLY ACCOUNT CLOSING FEE:	\$25	Account closed within 180 days ²
DORMANCY FEE:	\$5	Monthly fee after the account has not had activity for 12 months.
TRANSACTION LIMITATIONS ON THE ACCOUNT:		<ul style="list-style-type: none"> - Withdrawals only permitted through an External Account, internal transfer to other Popular Direct accounts or via ACH. - As part of the account opening process, you must make a deposit into your Popular Direct account from an External Account.³ - You cannot change your External Account during the first 60 calendar days after linking it to your Popular Direct account.
EXCESSIVE WITHDRAWAL TRANSACTION FEE:	\$5	For each additional debit exceeding the legal limit of 6 transfers or withdrawals on a statement cycle (of at least 4 weeks).
TRANSACTION LIMITATION ON DEPOSITS:		Deposits only permitted through an External Account, internal transfers from other Popular Direct accounts, ACH or via Mobile Check Deposit through the Popular Direct mobile app.
STATEMENT PERIOD:		Standard statement period is quarterly. Whenever there is activity on the account, you will receive a separate statement for that month.

Interest⁴

INTEREST RATE:	Interest rates may change from time to time based on a composite of various market rates and are available online at www.populardirect.com/products/savings .	
ANNUAL PERCENTAGE YIELD (APY):	APY may change from time to time based on a composite of various market rates and are available online at www.populardirect.com/products/savings .	
BALANCE COMPUTATION METHOD TO CALCULATE INTEREST:	Daily Balance Method. This method applies a daily periodic rate to the principal (minus any uncleared or uncollected deposits) in the account each day. Interest begins to accrue no later than the business day we receive credit for the deposit of non-cash items (for example, checks).	
MINIMUM BALANCE TO EARN INTEREST:	\$0.01	Interest will be paid on the deposited funds if the balance required by the bank is maintained during the statement period and the account is still open on the last day of the account statement or the interest payment period.
INTEREST RATE TIERS:	\$.01 - \$4,999.99 \$5,000 to \$24,999.99 \$25,000 to \$49,999.99 \$50,000 - \$99,999.99 \$100,000 +	Currently the same interest rate will be applicable to all balances. Interest rates and APY may change from time to time based on a composite of various market rates and are available online at www.populardirect.com/products/savings . We reserve the right to change our interest rate and APY.
STANDARD INTEREST CREDIT TIMING AND DISTRIBUTION:	Interest compounded daily and credited to your account monthly on the last day of the month. ⁵	

Overdraft Policies⁴

OVERDRAFT AND RETURN ITEM NSF FEES:	\$10	Per overdraft. The Bank, at its discretion, may pay these transactions without requiring your authorization. Will be charged if the Bank pays or returns an electronic transaction (electronic debit) against
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¹For all applicable fees please refer to our “Schedule of Fees”.

²Customers will earn interest paid but not interest accrued as of the account closing date.

³An “External Account” is an existing deposit account that you own at another US financial institution and you have successfully validated through the External Account function in Popular Direct Online Banking. You cannot change your External Account during the first 60 calendar days after opening your Popular Direct account. Thereafter, you may change your External Account. However, each time you change your External Account, you may not change it for 60 calendar days.

⁴We reserve the right to change our fees, charges, balance requirements, Interest Rate, and APY. We will notify you of any changes as required by law.

⁵If you close your account before interest is credited, you will not receive the accrued interest.

		insufficient funds.
MAXIMUM NUMBER OF OVERDRAFT AND RETURN ITEM NSF FEES PER BUSINESS DAY		A maximum of 5 fees per account will be charged on any business day.
EXTENDED OVERDRAFT FEE	\$5	After a 7 business -day grace period, you will be assessed an extended overdraft fee for each business day your account remains overdrawn, up to a maximum of 15 business days, not to exceed \$75.
OVERDRAFT NSF FEE WHEN ACCOUNT IS OVERDRAWN BY \$5.00 OR LESS	\$0	

Transaction Processing Policies⁴

TRANSACTIONS ARE GENERALLY PROCESSED IN THE FOLLOWING ORDER:	First:	All deposits and credits to your account will post.
	Second:	The following items will post in the order in which each was authorized/received: withdrawals, transfers between accounts, government debits, adjustments, and returned deposits.
	Third:	Pre-authorized ACH debits whether one-time or recurring will post in the order received by us. When multiple ACH debits are received, they are posted lowest to highest dollar amount.
	Fourth:	Most fees post on the same day they are incurred, however, certain fees including Return Item NSF Fees and Overdraft NSF Fees are posted on the Business Day after an NSF item for return or an overdraft occurs on an account.

Error Resolution

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS WRITE US AT THE ADDRESS OR CALL US AT THE PHONE NUMBER IN THE "QUESTIONS?" SECTION AS SOON AS YOU CAN.
If you think your statement or receipt is wrong or contains an error, or if you need more information about a transfer, we must hear from you no later than 60 days after we send you the FIRST statement on which the error or problem appeared.
The following information will be required:
<ul style="list-style-type: none"> (1) Your name and account number. (2) The error or transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information (3) The dollar amount of the suspected error and the date it appears on your statement.
We will investigate your complaint and will correct any error promptly. We will tell you the results of our investigation within 10 business days after we hear from you (20 business days if the transfer involved a new account). An account is considered new for 30 days after the first deposit is made. However, if we need more time, we may take up to 45 days to investigate your complaint or question (90 days if the transfer involved a new account, or a transfer that was initiated outside the U.S.) If we decide to do this, we will provisionally credit your account within 10 business days (20 business days if the transfer involved a new account) for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. If we ask you to put your complaint or question in writing and you fail to give us the required written confirmation of your complaint or question, then we may not provide provisional credit to your account or we may revoke the provisional credit we previously gave to you. We will tell you the results of our investigation within three business days after completing our investigation.
For more information regarding your dispute resolution rights please refer to the Personal Banking Disclosure and Agreement for Popular Direct Products.

Questions?

CUSTOMER SUPPORT	1-800-274-5696
EMAIL	<ul style="list-style-type: none"> - General questions: Visit www.populardirect.com, select Contact Us and complete the email form - Account-specific questions: If you need to include account-sensitive information, log in to your online banking and go to Customer Service, Bank Messages to send us a secure message.
MAIL	<p>Banco Popular North America Attn: Popular Direct Products P.O. Box 4884 Miami Lakes, FL 33014</p>