



NEW HORIZONS CREDIT UNION

Solutions for the Real World

SAME DAY ACH FAQs

1. I just set this ACH transaction up this morning, how did it clear today? It doesn't normally do that.

All ACH debit payments are now eligible to post on the day they are made. If the merchant decides to opt in, they make the decision for the date of payment.

2. Will all ACH payments come out the same day now?

No. The merchant has to opt in to use this service through their financial institution and it is not required for them to opt in.

3. Which merchants are opting in to Same Day ACH?

This information has not been made available as it is not a requirement for the merchant to disclose their decision.

4. Can I opt out of receiving Same Day ACH debits on my account?

No.

5. Can New Horizons Credit Union choose not to accept Same Day ACH payments?

No, we are required to accept them.

6. Why didn't the merchant tell me it would clear my account on the same day I paid it?

The merchant should disclose the first possible date that a payment will be withdrawn from your account. If you did not receive a disclosure, please contact your merchant.

7. Why do some of the debits in the online banking preview post but others didn't?

The merchant includes the date a debit should post to your account when it is sent to New Horizons Credit Union. If the merchant has opted into Same Day ACH, you may see some debits post faster than others.