

# Electronic Fund Transfer Services and Member Agreement

## Notice Regarding Electronic Fund Transfer Services

### ELECTRONIC FUNDS TRANSFER AGREEMENT AND DISCLOSURE

This Electronic Funds Transfer Agreement is the contract which covers Your and Our rights and responsibilities concerning the Electronic Funds Transfer (EFT) services offered to You by Credit Union. Electronic funds transfers are electronically initiated transfers of money from Your Account through the EFT services described below. In this EFT section the word Card means both the ATM Card and the Debit Card.

By signing an application or account card for EFT services signing your card, or using any service, each of you, jointly and severally, agree to the terms and conditions in this agreement and any amendments for the EFT services offered.

**1. EFT SERVICES** - If approved, You may conduct any one or more of the EFT services offered by the Credit Union.

a. ATM Card. If approved, You may use Your ATM Card and personal identification number (PIN) in automated teller machines (ATMs) of the Credit Union, Plus, Nyce and such other machines or facilities as the Credit Union may designate. At the present time, You may use Your ATM Card to:

- Make deposits to your savings and checking accounts.
- Withdraw funds from your savings and checking accounts.
- Transfer funds from your savings or checking accounts.
- Obtain balance information on your savings and checking accounts.
- Make loan payments from savings and checking accounts.
- Make point-of-sale (POS) transactions with Your ATM Card and personal identification number (PIN) to purchase goods or services at merchants that accept PLUS, NYCE network logos.

The following limitations on the frequency and amount of ATM transactions may apply:

- There is no limit on the number of cash withdrawals you can make in one day.
- You may withdraw up to a maximum of \$500.00 in any one day, if there are sufficient funds in your account.
- You may withdraw up to a designated maximum (at Your option as low as \$50.00 per day), not to exceed the available balance in Your Account, dependent on Your credit worthiness, - in any one day.
- You may purchase up to a maximum of \$250.00 from POS terminals in one day, not to exceed the available balance in Your Account, dependent on Your credit worthiness, in any one day.
- You may transfer up to the available balance in Your Account at the time of the transfer.
- See Section 2 for transfer limitations that may apply to these transactions.

Because of the servicing schedule and processing time required in ATM operations, there may be a delay between the time a deposit (either cash or check) is made and when it will be available for withdrawal. (See Funds Availability Disclosure section)

**b. Debit Card.** You may use Your Debit Card to purchase goods and services from participating merchants. However, You may not use Your Debit Card to initiate any type of gambling transaction; You may not use Your Debit Card to initiate any type of electronic gambling transactions through the Internet. If You wish to pay for goods or services over the Internet, You may be required to provide Debit Card number security information before You will be permitted to complete the transaction. You agree that You will not use Your Debit Card for any transaction that is illegal under applicable federal, state, or local law. Funds to cover Your Debit Card purchases will be deducted from Your checking account. If the balance in Your checking account is not sufficient to pay the transaction amount, the Credit Union will pay the amount and treat the transaction as a request to transfer funds from Your Account, approved overdraft protection accounts or loan accounts that You have established with the Credit Union. If You initiate a transaction that overdraws Your Account, You agree to make immediate payment of any overdrafts together with any service charges to the Credit Union. In the event of repeated overdrafts, the Credit Union may terminate all services under this agreement. You may use Your Debit Card and personal identification number (PIN) in ATMs of the Credit Union, and such other machines or facilities as the Credit Union may designate. At the present time, You may also use Your Debit Card to:

Make deposits to your savings and checking accounts.

- Withdraw funds from your savings and checking accounts.
- Transfer funds from your savings or checking accounts.
- Obtain balance information on your savings and checking accounts.
- Make loan payments from savings and checking accounts.
- Make point-of-sale (POS) transactions with Your ATM Card and personal identification number (PIN) to purchase goods or services at merchants that accept PLUS, NYCE network logos.
- Make point-of-sale (POS) transactions with Your Card and personal identification number (PIN) to purchase goods or services at merchants that accept MasterCard .
- Order goods or services from places that accept MasterCard.

The following limitations on the frequency and amount of Debit Card transactions may apply:

- There is no limit on the number of MasterCard purchases that you can make in one day.
- Purchase amounts are limited to the amount in your account.
- You may purchase up to a maximum of \$2500.00 per day.
- There is no limit to the number of cash withdrawals you make in any one day at an ATM machine.
- You may withdrawal up to a maximum of \$500.00 in any one day, if there are sufficient funds in your account.

- You may withdraw up to a designated maximum (at Your option as low as \$50.00 per day), not to exceed the available balance in Your Account, dependent on Your credit worthiness, in any one day.
- There is no limit on the number of POS Transactions you can make in one day.
- You may purchase up to \$250.00 from POS terminals per day, if there are sufficient funds in your account.
- You may transfer up to the available balance in Your Account at the time of the transfer.
- See Section 2 for transfer limitations that may apply to these transactions.

**c. 24/7 Audio Teller.** If We approve the 24/7 Audio Teller for Your Account, a personal identification number (PIN) will be assigned to You. You must use Your personal identification number (PIN) along with Your Account number to access Your Account. At the present time, You may use the 24/7 Audio Teller to:

Withdraw funds by check from your savings or checking accounts.

- Transfer funds from your savings or checking accounts.
- Obtain balance information.
- Make loan payments from your savings or checking accounts.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on savings accounts and checking accounts or interest paid on loans.
- Obtain deposit information.
- Verify the last date and amount of your payroll deposit

Your Account can be accessed under the 24/7 Audio Teller via a touch-tone telephone only. The 24/7 Audio Teller service will be available for Your convenience twenty-four (24) hours per day. This service may be interrupted for a short time each day for data processing.

- There is no limit to the number of inquiries, transfers, or withdrawal requests You may make in any one day.
- See Section 2 for transfer limitations that may apply to these transactions.

The Credit Union reserves the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower Your Account below a required balance, or otherwise require Us to increase

Our required reserve on Your Account. The Credit Union may set other limits on the amount of any transaction, and You will be notified of those limits. The Credit Union may refuse to honor any transaction for which You do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction, and there may be limits on the duration of each telephone call.

**d. Preauthorized EFTs.**

**Direct Deposit.** Upon instruction of (i) Your employer or (ii) the Treasury Department or (iii) other financial institutions, the Credit Union will accept direct deposits of Your paycheck or federal recurring payments, such as Social Security, to Your savings and/or checking account.

**Preauthorized Debits.** Upon instruction, We will pay certain recurring transactions from Your savings and checking account.

See Section 2 for transfer limitations that may apply to these transactions.

**Stop Payment Rights.** If You have arranged in advance to make regular electronic funds transfers out of Your Account for money You owe others, You may stop payment of preauthorized transfers from Your Account. You must notify Us orally or in writing at any time up to three (3) business days before the scheduled date of the transfer. We may require written confirmation of the stop payment order to be made within fourteen (14) days of any oral notification. If We do not receive the written confirmation, the oral stop payment order shall cease to be binding fourteen (14) days after it has been made.

**Notice of Varying Amounts.** If these regular payments may vary in amount, the person You are going to pay is required to tell You, ten (10) days before each payment, when it will be made and how much it will be. You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment or when the amount would fall outside certain limits that You set.

**Liability for Failure to Stop Payment of Preauthorized Transfers.** If You order Us to stop payment of a preauthorized transfer three (3) business days or more before the transfer is scheduled, and We do not do so, We will be liable for Your losses or damages.

**e. Electronic Check Conversion/Electronic Returned Check Fees.** If You pay for purchases or bills with a check or share draft, You may authorize Your check or share draft to be converted to an electronic funds transfer. You may also authorize merchants or other payees to electronically debit Your Account for returned check fees. You are considered to have authorized these electronic funds transfers if You complete the transaction after being told (orally or by a notice posted or sent to You) that the transfer may be processed electronically or if You sign a written authorization.

**f. Your CU@Home.** If We approve Online Banking for Your Account, a personal identification number (PIN) will be assigned to You. You must use Your personal identification number (PIN) along with Your applicable Account number to access Your Account. At the present time, You may use Online Banking to:

- Obtain Account information

- Balances
- History
- Check clearings
- Deposits
- Withdrawals

- Transfer funds

- From your Savings, Checking, Money Market accounts.
- Make loan payments from your Savings, Checking and Money Market accounts.
- Setup recurring transfers

- Apply for loans

- Request a check

- Order checks
- Send an email
- Change pin
- Access e-statement
- Change email address
- Enhanced login security
- Access Belle River Reward Points.

Your Account can be accessed under Online Banking via personal computer. Online Banking will be available for Your convenience twenty-four (24) hours per day. This service may be interrupted for a short time each day for data processing. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower any particular account below a required balance, or otherwise require Us to increase Our required reserve on Your Account. All check requests are payable to You as a primary member and will be mailed to Your address of record. We may set other limits on the amount of any transaction, and You will be notified of those limits. We may refuse to honor any transaction for which You do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction, and there may be limits on the duration of each access.

- There is no limit to the number of inquiries, transfers, or check requests You may make in any one day.
- There is no maximum transfer amount per transaction. No transfer or check request may exceed the available funds in Your Account.

**2. TRANSFER LIMITATIONS** - For all savings deposit accounts, such as a passbook savings, statement savings, regular share savings, or money market savings, during any monthly period, You may not make more than 6 withdrawals or transfers to another Credit Union account of Yours or to a third party by means of a pre-authorized or automatic transfer or telephonic agreement (including data transmission), order or instruction.

If You exceed this limitation, Your Account may be subject to a fee or be closed.

### **3. CONDITIONS OF EFT SERVICES –**

**a. Ownership of Cards.** Any Card or other device which We supply to You is Our property and must be returned to Us, or to any person whom We authorize to act as Our agent, or to any person who is authorized to honor the Card, immediately according to instructions. The Card may be repossessed at any time at Our sole discretion without demand or notice. You cannot transfer Your Card to another person.

**b. Honoring the Debit Card.** Neither We nor merchants authorized to honor the Debit Card will be responsible for the failure or refusal to honor the Debit Card or any other device We supply to You. If a merchant agrees to give You a refund or adjustment, You agree to accept a credit to Your Account in lieu of a cash refund.

**c. Foreign Transactions** –Debit Card purchases and cash withdrawals made in foreign currencies will be debited from Your Account in U.S. dollars. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by MasterCard from a range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate MasterCard itself receives or the government-mandated rate in effect for the applicable central processing date, in each instance plus an additional 1%. The exchange rate used on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date.

**d. Security of Access Code.** You may use one or more access codes with Your electronic funds transfers. The access codes issued to You are for Your security purposes. Any codes issued to You are confidential and should not be disclosed to third parties or recorded on or with the Card. You are responsible for safekeeping Your access codes. You agree not to disclose or otherwise make Your access codes available to anyone not authorized to sign on Your Account. If You authorize anyone to use Your access codes, that authority shall continue until You specifically revoke such authority by notifying the Credit Union. You understand that any joint owner You authorize to use an access code may withdraw or transfer funds from any of Your Accounts. If You fail to maintain the security of these access codes and the Credit Union suffers a loss, We may terminate Your EFT services immediately.

**e. Joint Account.** If any particular account accessed under this agreement is a joint account, all joint owners, including any authorized users, shall be bound by this agreement and, alone and together, shall be responsible for all EFT transactions to or from any savings and checking or loan accounts as provided in this agreement. Each joint account owner, without the consent of any other account owner, may, and is hereby authorized by every other joint account owner, to make any transaction permitted under this agreement. Each joint account owner is authorized to act for the other account owners, and the Credit Union may accept orders and instructions regarding any EFT transaction on any account from any joint account owner.

**4. FEES AND CHARGES** - There are certain fees and charges for EFT services. For a current listing of all applicable fees, see Our current Schedule of Fees that was provided to You at the time You applied for or requested these electronic services. From time to time, the charges may be changed. We will notify You of any changes as required by applicable law.

If You use an ATM not operated by Us, You may be charged a fee by the ATM operator and by any national, regional, or local network used in processing the transaction (and You may be charged a fee for a balance inquiry even if You do not complete a funds transfer). The ATM surcharge will be debited from Your Account if You elect to complete the transaction or continue with the balance inquiry.

**5. MEMBER LIABILITY/LOST OR STOLEN CARDS** - You are responsible for all EFT transactions You authorize. If You permit someone else to use an EFT service, Your Card or Your access code, You are responsible for any transactions they authorize or conduct on Your Account.

TELL US AT ONCE if You believe Your Card or any access code has been lost or stolen or if You believe that an electronic fund transfer has been made without Your permission. Telephoning is the best way of keeping Your possible losses down. You could lose all the money in Your Account (plus Your maximum overdraft line of credit).

You are not liable for an unauthorized MasterCard debit card transaction that was not conducted at an ATM if you can demonstrate that you exercised reasonable care in protecting your Card from loss or theft, you have not reported two or more incidents of unauthorized use in the past twelve (12) months, and your account is in good standing. Otherwise your liability for an unauthorized MasterCard debit card transaction that was not conducted at an ATM will be not more than \$50.00.

For all other EFT Transactions involving access devices, including transactions conducted at an ATM machine your liability is determined as follows; If you tell us within two (2) business days you can lose no more than \$50.00 if someone used your card or code without your permission. If You do NOT tell Us within two (2) business days after You learn of the loss or theft of Your Card, and We can prove We could have stopped someone from using Your Card without Your permission if You had told Us, You could lose as much as \$500.00.

Also, if Your statement shows transfers that You did not make, including those made by Card, code or other means, TELL US AT ONCE. If You do not tell Us within sixty (60) days after the statement was mailed to You, You may not get back any money lost after the sixty (60) days if We can prove that We could have stopped someone from making the transfers if You had told Us in time. If a good reason (such as a hospital stay) kept You from telling Us, We will extend the time periods.

If You believe Your Card has been lost or stolen or that someone has transferred or may transfer money from Your Account without Your permission, call (586)727-6855.

or write to:

Belle River Community Credit Union  
P.O. Box 159  
Richmond, MI 48062

You should also call the number or write to the address listed above if You believe a transfer has been made using the information from Your check without Your permission.

## **6. RIGHT TO RECEIVE DOCUMENTATION –**

**a. Periodic Statements.** You will receive a statement monthly unless there is no transaction in a particular month. In any case, You will receive a statement at least quarterly.

**b. Terminal Receipt.** You will get a receipt at the time You make any transaction (except inquiries) involving Your Account using an ATM, point-of-sale (POS) terminal, or Debit Card transaction with a participating merchant.

**c. Direct Deposit.** If You have arranged to have a direct deposit made to Your Account at least once every sixty (60) days from the same source and You do not receive a receipt (such as a pay stub), You can find out whether or not the deposit has been made by calling (586)727-6855 or writing us at our address. This does not apply to transactions occurring outside the United States.

**d. Receipts and statements are admissible as evidence.**

**7. ACCOUNT INFORMATION DISCLOSURE -** We will disclose information to third parties about Your Account or the transfers You make:

- As necessary to complete transfers;
- To verify the existence and condition of a specific account for a third party, such as a credit bureau or merchant;
- To provide information to credit reporting agencies
- To comply with government agency or court orders; or
- If You give Us Your written permission.

**8. BUSINESS DAYS** - Our business days are Monday through Saturday, excluding federal holidays.

**9. CREDIT UNION LIABILITY FOR FAILURE TO MAKE TRANSFERS** - If We do not complete a transfer to or from Your Account on time or in the correct amount according to Our agreement with You, We may be liable for Your losses or damages. However, We will not be liable for direct or consequential damages in the following events:

- If, through no fault of Ours, there is not enough money in Your Account to complete the transaction, if any funds in Your Account necessary to complete the transaction are held as uncollected funds pursuant to Our Funds Availability Policy, or if the transaction involves a loan request exceeding Your credit limit.
- If You used Your Card or access code in an incorrect manner.
- If the ATM where You are making the transfer does not have enough cash.
- If the ATM was not working properly and You knew about the problem when You started the transaction.
- If circumstances beyond Our control (such as fire, flood, or power failure) prevent the transaction.
- If the money in Your Account is subject to legal process or other claim.
- If funds in Your Account are pledged as collateral or frozen because of a delinquent loan.
- If the error was caused by a system of any participating ATM network.
- If the electronic transfer is not completed as a result of Your willful or negligent use of Your Card, access code, or any EFT facility for making such transfers.
- If the telephone or computer equipment You use to conduct audio response or online/PC transactions is not working properly and You know or should have known about the breakdown when You started the transaction.
- Any other exceptions as established by the Credit Union.

**10. NOTICES** - All notices from Us will be effective when We have mailed them or delivered them to Your last known address in the Credit Union's records. Notices from You will be effective when received by the Credit Union at the address specified in this agreement. We reserve the right to change the terms and conditions upon which this service is offered. We will mail notice to You at least twenty-one (21)

days before the effective date of any change. Use of this service is subject to existing regulations governing the Credit Union and any future changes to those regulations.

The following information is a list of safety precautions regarding the use of ATMs and night deposit facilities.

- Be aware of Your surroundings, particularly at night.
- Consider having someone accompany You when the ATM or night deposit facility is used after dark.
- Close the entry door of any ATM facility equipped with a door.
- If another person is uncomfortably close to You at the time of Your transaction, ask the person to step back before You complete Your transaction. If it is after the regular hours of the financial institution and You are using an ATM, do not permit entrance to any person You do not know.
- Refrain from displaying Your cash at the ATM or night deposit facility. As soon as Your transaction is completed, place Your money in Your purse or wallet. Count the cash later in the safety of Your car or home.
- If You notice anything suspicious at the ATM or night deposit facility, consider using another ATM or night deposit facility or coming back later. If You are in the middle of a transaction and You notice something suspicious, cancel the transaction, take Your Card or deposit envelope, and leave.
- If You are followed after making a transaction, go to the nearest public area where people are located.
- Do not write Your personal identification number (PIN) or access code on Your ATM Card.
- Report all crimes to law enforcement officials immediately. If emergency assistance is needed, call the police from the nearest available public telephone.

**11. REVERSAL OF TRANSACTION** – We will reverse an electronic fund transfer resulting from a point of sale transaction at a participating merchant (any merchant who has arranged to accept Your Debit Card as a means of payment for goods or services) and recredit Your Account for the full amount of the transfer if all of the following occur:

(a) You provide Us notice of having made a good faith attempt to seek redress and make an assurance to Us of the return to the participating merchant of related goods in dispute, where returnable goods are involved.

(b) The amount of the transaction is \$50.00 or more.

(c) Within 4 calendar days following the transaction, We receive from You during Our normal business hours, a written or oral request for reversal.

(d) You verify the reverse order, notice and assurance in writing within 14 calendar days following oral notification, on a form provided by Us for that purpose. If written notification is not furnished, We shall

reinstate the original debits and credits involved in the transaction to the extent of the available Account balance.

**12. BILLING ERRORS** - In case of errors or questions about electronic funds transfers from Your savings and checking accounts, telephone Us at the following number or send Us a written notice to the following address as soon as You can. We must hear from You no later than sixty (60) days after We sent the first statement on which the problem appears. Call (586)727-6855.

or write to:

Belle River Community Credit Union  
P.O. Box 159  
Richmond, MI 48062

- Tell Us Your name and applicable account number.
- Describe the electronic transfer You are unsure about and explain, as clearly as You can, why You believe the Credit Union has made an error or why You need more information.
- Tell Us the dollar amount of the suspected error.

If You tell Us orally, We may require that You send Us Your complaint or question in writing within ten (10) business days.

We will tell You the results of Our investigation within ten (10) business days after We hear from You and will correct any error promptly. We may take up to sixty (60) days to investigate Your complaint or question. If We decide to do this, We will give provisional credit to Your involved account within ten (10) business days for the amount You think is in error so that You will have the use of the money during the time it takes Us to complete Our investigation. If We ask You to put Your complaint or question in writing and We do not receive it within ten (10) business days, We may not credit the involved account.

We will tell You the results within three (3) business days of completing Our investigation. If We decide that there was no error, We will send You a written explanation and we may charge back the corrected amount within (60) days of our notice to you. You may ask for copies of the documents that We used in Our investigation.

**13. TERMINATION OF EFT SERVICES** - You may terminate this agreement or any EFT service under this agreement at any time by notifying Us in writing and stopping Your use of Your Card and any access code. You must return all Cards to the Credit Union. You also agree to notify any participating merchants that authority to make bill payment transfers has been revoked. We may also terminate this agreement at any time by notifying You orally or in writing. If We terminate this agreement, We may notify any participating merchants making preauthorized debits or credits to any Account that this agreement has been terminated, and that We will not accept any further preauthorized transaction instructions. We may also program Our computer not to accept Your Card or access code for any EFT service. Whether You or the Credit Union terminates this agreement, the termination shall not affect Your obligations under this agreement for any electronic transactions made prior to termination.

**14. GOVERNING LAW** - This agreement is governed by the bylaws of the Credit Union, federal laws and regulations, the laws and regulations of the state of Michigan, and local clearinghouse rules, as amended from time to time. Any disputes regarding this agreement shall be subject to the jurisdiction of the court of the county in which the Credit Union is located. If You Believe We may have violated the laws governing Electronic Funds Transfers You may contact:

Credit Union Division

Office of Financial & Insurance Regulation

333 S. Capital Avenue, Suite A

Post Office Box 30224

Lansing, Mi 48933

**15. ENFORCEMENT** - You are liable to Us for any losses, costs or expenses We incur resulting from Your failure to follow this agreement. You authorize Us to deduct any such losses, costs or expenses from Your Account without prior notice to You. If We bring a legal action to collect any amount due under or to enforce this agreement, We shall be entitled, subject to applicable law, to payment of reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions.