

# ELECTRONIC FUND TRANSFER DISCLOSURE

**CEFCU**

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CEFCU® offers its members the opportunity to initiate and perform electronic fund transfer transactions. This Electronic Fund Transfer Disclosure document describes the various electronic fund transfer programs available to CEFCU members.

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## 1. CEFCU-Offered Electronic Fund Transfer Programs

CEFCU offers an Automated Teller Machine (“ATM”) Program. A CEFCU Debit Mastercard® or a CEFCU World Debit Mastercard (“CEFCU Debit Card”) (which may be a Limited Function CEFCU Debit Card as hereinafter described in section 2, Card Usage Overview) and a Personal Identification Number (“PIN”) are required to initiate ATM transactions, and, solely for cash advances initiated using a CEFCU Credit Card as an electronic fund transfer ATM transaction, a CEFCU Credit Card and PIN are required.

CEFCU offers a PIN-based Point of Sale (“PIN-POS”) Program and a Signature-based Point of Sale (“Signature-POS”) Program. A CEFCU Debit Card or Limited Function CEFCU Debit Card or virtual card number is required to initiate PIN-POS and Signature-POS transactions and a PIN may be required.

CEFCU offers a Touch-Tone Teller Program. A touch-tone telephone and PIN are required to initiate Touch-Tone Teller transactions.

CEFCU offers a Direct Deposit Transaction Program allowing direct deposit of net pay, pension and federal recurring payments (Social Security, Veterans Administration, etc.) and Recurring Transfers to CEFCU Transaction Program allowing direct deposit to CEFCU accounts or payments on CEFCU loans from other financial institutions. A CEFCU Savings, Checking or a CEFCU loan account is required to initiate such deposits, transfers or payments.

CEFCU offers CEFCU On-Line® & Mobile Banking Programs that permit the initiation of certain electronic fund and other transfers using CEFCU On-Line and/or CEFCU Mobile Banking. To participate in CEFCU On-Line and/or CEFCU Mobile Banking and initiate electronic fund and other transfers, a Member must enroll in CEFCU On-Line and/or CEFCU Mobile Banking by submitting a request using the CEFCU On-Line & Mobile Banking Programs, and a Member must initially accept the E-Sign Disclosure and Consent for CEFCU On-Line & Mobile Banking Programs (“E-Sign Disclosure”). Once a member has accepted the E-Sign Disclosure, the CEFCU On-Line & Mobile Banking Agreement and Disclosures will be presented electronically to the Member and the Member must electronically agree to the terms thereof prior to being able to initiate certain electronic fund and other transfers using CEFCU On-Line and/or CEFCU Mobile Banking.

CEFCU offers a CEFCU Bill Pay Program that permits the initiation of certain electronic fund transfers using Bill Pay.

To participate in Bill Pay and to initiate Bill Pay electronic fund transfers, a Member must enroll in the CEFCU On-Line & Mobile Banking Programs and CEFCU Bill Pay, and electronically agree to the Bill Pay Agreement and Disclosure.

CEFCU offers Mobile Check Deposit, a service that permits a Member to make deposits to his or her CEFCU Checking account using an approved mobile or other electronic device with internet access by scanning checks and delivering the images to CEFCU using the CEFCU Mobile Banking Program. To participate in CEFCU Mobile Check Deposit and initiate electronic check deposits, a Member must enroll in the CEFCU Mobile Banking Program and download the appropriate CEFCU Mobile Banking App and electronically agree to the CEFCU Mobile Check Deposit Agreement and Disclosures.

**DISCLOSURE OF THE TYPE OF ELECTRONIC FUND TRANSFERS, THE DOLLAR AND FREQUENCY LIMITATIONS ON SUCH TRANSFERS, AND THE CHARGES IMPOSED ON ELECTRONIC FUND TRANSFERS FOR EACH CEFCU ELECTRONIC FUND TRANSFER PROGRAM:**

**2. Card Usage Overview**

A CEFCU Debit Card and PIN are required to initiate ATM transactions.

A CEFCU Credit Card and PIN are required to initiate a cash advance on a CEFCU Credit Card as an electronic fund transfer at an ATM.

A CEFCU Debit Card or virtual card number is required to initiate PIN-POS Program transactions and a PIN may be required.

A CEFCU Debit Card or virtual card number is required to initiate Signature-POS Program transactions.

A Limited Function CEFCU Debit Card may be used in the same manner as a regular CEFCU Debit Card except as may be otherwise specified in this Electronic Fund Transfer Disclosure. CEFCU will advise a Member in writing that the Member's CEFCU Debit Card is a Limited Function CEFCU Debit Card at the time the Limited Function CEFCU Debit Card is issued; or if CEFCU determines to change a Member's CEFCU Debit Card to a Limited Function CEFCU Debit Card, CEFCU will advise the Member in writing that the Member's CEFCU Debit Card is changed to a Limited Function CEFCU Debit Card.

You must request issuance of a CEFCU Debit Card and CEFCU must decide whether to issue a CEFCU Debit Card to you and

whether to mail your CEFCU Debit Card to you or produce your CEFCU Debit Card through CEFCU's Instant Issuance Program at the CEFCU Member Center where you applied and give it to you at that time. A CEFCU Debit Card issued through CEFCU's Instant Issuance Program will be activated when it is given to you. If your CEFCU Debit Card will be mailed to you, you will be required to activate it in accordance with the activation instructions that accompany the issued Card.

Each CEFCU Debit Card will have an expiration date that will be shown on the card. You should familiarize yourself with the expiration date. In the event you have not used your CEFCU Debit Card to initiate any electronic fund transfers during the six month period immediately preceding the expiration date, CEFCU will not issue you a replacement CEFCU Debit Card and your ability to initiate electronic fund transfers using your CEFCU Debit Card will expire on the expiration date. If a replacement CEFCU Debit Card is not issued to you because of this non-use, you must again request issuance of a CEFCU Debit Card in order to initiate electronic fund transfers using a CEFCU Debit Card.

CEFCU reserves the right to revoke your right to perform electronic fund transfer transactions using your CEFCU Debit Card or CEFCU Limited Function Debit Card, and reserves the right to revoke your right to initiate a cash advance on your CEFCU Credit Card account as an electronic fund transfer using your CEFCU Credit Card and PIN. CEFCU reserves the right to revoke your CEFCU Debit Card or CEFCU Limited Function Debit Card.

CEFCU reserves the right to revoke your CEFCU Credit Card in accordance with the terms and provisions of your Credit Card Cardholder Agreement.

**3. Automated Teller Machine ("ATM") Program**

Subject to the frequency and dollar limitations disclosed in sections 6 and 7 captioned, "Transaction Frequency Limitations" and "Transaction Dollar Amount Limitations" (the "Frequency and Dollar Limitations"), you may use your CEFCU Debit Card and PIN at Money Center 24<sup>®</sup> ATMs to:

- (a) Withdraw cash from your Savings, My Use Savings, Holiday Saver, Checking, or Insured Money Market Account ("IMMA") (withdrawals from IMMA must be a minimum of Two Hundred Dollars (\$200)).
- (b) Deposit funds to your Savings, My Use Savings, Holiday Saver, Checking, or IMMA; however, you may not use a Limited Function CEFCU Debit Card to deposit funds

to any of your CEFCU accounts (an ATM that is a Cash Dispenser will **not** allow you to deposit funds).

- (c) Transfer funds between your Savings, My Use Savings, Holiday Saver, Checking, IMMA (transfers from IMMA must be a minimum of Two Hundred Dollars (\$200)), Easy Access Credit Line (subject to the terms and provisions of the Easy Access Credit Line agreement) or Home Equity Credit Line (subject to the terms and provisions of the Home Equity Credit Line agreement).
- (d) Make payments on certain CEFCU loans (Home Loan account payments must be equal to or more than the payment amount) by transferring funds from your Savings, My Use Savings, Holiday Saver, Checking or IMMA (payments from IMMA must be a minimum of Two Hundred Dollars (\$200)) or by inserting cash or check(s).
- (e) Determine the balance in your Savings, My Use Savings, Holiday Saver, Checking, or IMMA, or the balance on your CEFCU loans (except for Single Payment Note Loans, Federal Family Educational Loan Program Loans, or credit card accounts).
- (f) Withdraw cash as a cash advance from your Easy Access Credit Line (subject to the terms and provisions of the Easy Access Credit Line agreement) or Home Equity Credit Line (subject to the terms and provisions of the Home Equity Credit Line agreement).

Subject to the Frequency and Dollar Limitations, you may use your CEFCU Debit Card and PIN at CO-OP® ATMs to:

- (a) Withdraw cash from your Savings or Checking.
- (b) Deposit funds to your Savings or Checking (some CO-OP ATMs may **not** allow deposit of funds).
- (c) Transfer funds between your Savings and Checking.
- (d) Determine the balance in your Savings or Checking.

Subject to the Frequency and Dollar Limitations, you may use your CEFCU Debit Card and PIN at Cirrus® Network ATMs, Mastercard® Network ATMs, and PULSE® Network ATMs to:

- (a) Withdraw cash from your Savings or Checking (some locations may **not** offer Savings withdrawals).
- (b) Transfer funds between your Savings and Checking (some locations may **not** offer transfer transactions).

- (c) Determine the balance in your Savings or Checking (some locations may **not** offer balance information).

Subject to the Frequency and Dollar Limitations, you may use your CEFCU Credit Card and PIN to withdraw cash at Money Center 24 ATMs, Cirrus Network ATMs, and Mastercard Network ATMs as a cash advance on the Credit Card, subject to the terms and provisions of the Credit Card Cardholder Agreement.

If you use your CEFCU Debit Card to initiate a cash withdrawal or CEFCU Credit Card to initiate a cash advance in a currency other than U.S. Dollars, the transaction will be converted to U.S. Dollars, generally using either (1) a government-mandated rate or (2) a wholesale market rate in effect the day before the transaction processing date. The currency conversion rate used on the processing date may differ from the rate in effect at the time of the transaction or on the date the transaction is posted to the account.

For purposes of a cash advance from your CEFCU Credit Card account, every day is a banking day except days our offices are not open.

If you initiate a transaction using your CEFCU Debit Card at an ATM other than a Money Center 24 ATM or CO-OP ATM, CEFCU will charge you a Non-Money Center 24 ATM Transaction Fee as set forth in the CEFCU Fee Schedule (the "Fee Schedule").

If you initiate a transaction using your CEFCU Debit Card and PIN at an ATM and the transaction is an international transaction, which is defined as a transaction where the country in which the transaction was completed, i.e., location of merchant ATM, financial institution, or business, is other than the United States, Puerto Rico or the U.S. Virgin Islands, CEFCU will charge you an International ATM Fee as set forth in the Fee Schedule.

When you use an ATM other than a Money Center 24 ATM or a CO-OP ATM, you may be charged a fee by the ATM operator or any network used, and you may be charged a fee for a balance inquiry even if you do not complete a transaction.

If you have requested the Overdraft Transfer Plan, and CEFCU has approved your participation in that plan, and you initiate a transaction at an ATM that triggers the plan, CEFCU will charge you an Overdraft Transfer Fee as set forth in the Fee Schedule to complete the transaction.

If you have elected to participate in CEFCU's Optional Overdraft Protection for ATM Withdrawals and One-Time Debit Card Transactions, and you initiate a transaction at an ATM that triggers the plan, CEFCU will charge you an Overdraft Fee as set forth in the Fee Schedule to complete the transaction.

Except for the Non-Money Center 24 ATM Transaction Fee, the International ATM Fee, the Overdraft Transfer Fee, if you participate in the Overdraft Transfer Plan, and the Overdraft Fee, if you participate in the Optional Overdraft Protection for ATM Withdrawals and One-Time Debit Card Transactions, there is no charge imposed by CEFCU on the electronic fund transfers you make using your CEFCU Debit Card or the electronic fund transfer cash advances you obtain using your CEFCU Credit Card at an ATM; and there is no charge imposed by CEFCU on your right to make electronic fund transfers using your CEFCU Debit Card or the right to obtain cash advances on your CEFCU Credit Card at an ATM.

You can get a receipt at the time you make any transfer to or from your CEFCU account using a Money Center 24 ATM, a Cirrus Network ATM, a Mastercard® Network ATM, a PULSE Network ATM, or a CO-OP ATM; however, you may not get a receipt if the transfer is Fifteen Dollars (\$15) or less.

#### **4. PIN-based Point-of-Sale (“PIN-POS”) Program and Signature-based Point-of-Sale (“Signature-POS”) Program**

Subject to the Frequency and Dollar Limitations, you may use your CEFCU Debit Card or virtual card number at Maestro® Network PIN-POS and PULSE Network PIN-POS terminals and a PIN may be required to:

- (a) Pay for purchases.
- (b) At some locations, as may be allowed by the merchant, withdraw cash or receive cash back in addition to payment of the purchase price.
- (c) At some locations, as may be allowed by the merchant, determine the balance in your Checking, or to determine the balance in your Savings if you do not have a Checking.
- (d) At some locations, subject to the merchant's refund policies, obtain a refund of a prior purchase made as a PIN-POS transaction from that merchant by the initiation of a credit to your Checking, or by the initiation of a credit to your Savings if you do not have a Checking.

The merchant or financial institution may ask you to sign an authorization form for Signature-POS transactions.

Subject to the Frequency and Dollar Limitations, you can use your CEFCU Debit Card or virtual card number at Signature-POS terminals or card imprint machines at merchants that participate in the Mastercard Debit Card Program, or you may, subject to the merchant's verification policies, communicate by telephone, internet, or written order your CEFCU Debit Card number to merchants that participate in the Mastercard Debit Card Program to initiate transactions to (a) pay for purchases or (b) subject to the merchant's refund policies obtain, as a credit to your Checking or as a credit to your Savings if you do not have a Checking, a refund of a prior purchase from that merchant made as an electronic fund debit to that account; or you may use your CEFCU Debit Card or virtual card number at financial institutions that participate in the Mastercard Debit Card Program to withdraw cash from your Checking or from your Savings if you do not have a Checking. The merchant may enable such a transaction either by Mastercard or by a non-Mastercard debit network. CEFCU, as the issuer of your CEFCU Debit Card, permits such a transaction to be enabled by Mastercard Maestro, or PULSE.

You may be asked by the merchant, or the terminal or card imprint machine screen may ask if this is to be enabled as a “credit” or “debit” transaction. Whether enabled as a “credit” or “debit”, the transaction using your CEFCU Debit Card, CEFCU Debit Card number or virtual card number will represent a debit to your Checking or Savings, as applicable. If you want the transaction enabled as a “credit” transaction, you should so inform the merchant or select the screen option indicating “credit”, and you may then be required to sign to authorize the transaction. Even if you inform the merchant to enable the transaction as a “credit” or you make a “credit” selection when prompted by the terminal screen, or you do not inform the merchant that you want the transaction enabled as a “credit” or make that selection when prompted by the terminal screen, the transaction may, nevertheless, be enabled as the merchant determines, and that may be as a Signature-POS transaction, which may require your signature, or as a PIN-POS transaction, which may require you to enter your PIN.

If you use your CEFCU Debit Card or virtual card number to initiate a Signature-POS transaction at a merchant location not in the United States, Puerto Rico or the U.S. Virgin Islands, CEFCU will charge you an International Purchase Fee as set forth in the Fee Schedule. This fee will be added to the transaction and debited from your Checking or from your Savings if you do not have a Checking. In addition, if the merchant subsequently gives a credit as a Signature-POS transaction, CEFCU will again impose the International Purchase Fee. If you use your CEFCU Debit Card or virtual

card number to initiate a Signature-POS transaction at a merchant location not in the United States, Puerto Rico or the U.S. Virgin Islands and the transaction involves a currency other than U.S. Dollars, the transaction will be converted to U.S. Dollars, generally using either (1) a government-mandated rate or (2) a wholesale market rate in effect the day before the transaction processing date. The currency conversion rate used on the processing date may differ from the rate in effect at the time of the transaction or on the date the transaction is posted to the account. If a credit is subsequently given for such a transaction, the currency conversion rate applicable to the credit may be greater or lesser than the conversion rate for the original transaction.

If you have requested the Overdraft Transfer Plan, and CEFCU has approved your participation in that plan, and you initiate a PIN-POS transaction or Signature-POS transaction that triggers the plan, CEFCU will charge you an Overdraft Transfer Fee as set forth in the Fee Schedule to complete the transaction.

If you have elected to participate in CEFCU's Optional Overdraft Protection for ATM Withdrawals and One-Time Debit Card Transactions, and you initiate a PIN-POS transaction or Signature-POS transaction that triggers the plan, CEFCU will charge you an Overdraft Fee as set forth in the Fee Schedule to complete the transaction.

Except for the Overdraft Transfer Fee, if you participate in the Overdraft Transfer Plan, the Overdraft Fee, if you participate in the Optional Overdraft Protection for ATM Withdrawals and One-Time Debit Card Transactions, and the International Purchase Fee, there is no charge imposed by CEFCU on the PIN-POS transactions or Signature-POS transactions you make using your CEFCU Debit Card; and there is no charge imposed by CEFCU on your right to make PIN-POS transactions or Signature-POS transactions using your CEFCU Debit Card or virtual card number.

You can get a receipt at the time you make a PIN-POS transaction or Signature-POS transaction at a Signature-POS terminal or card imprint machine at merchants that participate in the Mastercard® Debit Card Program; however, you may not get a receipt if the transfer is Fifteen Dollars (\$15) or less.

All PIN-POS transactions and Signature-POS transactions will represent a transfer from or to your Checking or as a transfer from or to your Savings if you do not have a Checking. If you have a Checking, you cannot elect to have PIN-POS transactions or Signature-POS transactions from or to your Savings.

You may not initiate a PIN-POS or Signature-POS transaction that constitutes an Internet gambling transaction nor any transaction for any illegal purpose.

For purposes of PIN-POS transactions and Signature-POS transactions, every day is a banking day except days CEFCU offices are not open.

## 5. Touch-Tone Teller Program

Subject to the Frequency and Dollar Limitations, you may use your PIN and touch-tone telephone to:

- (a) Transfer funds from your Savings, My Use Savings, Holiday Saver, Checking or IMMA (transfers from IMMA must be a minimum of Two Hundred Dollars (\$200)) to your Savings, My Use Savings, Holiday Saver, Checking, or IMMA, or to a related account you have designated as a Deposit Only Account in the Electronic Services Application/Agreement you have executed.
- (b) Transfer funds from your Savings, My Use Savings, Holiday Saver, Checking, IMMA (transfers from IMMA must be a minimum of Two Hundred Dollars (\$200)), Easy Access Credit Line (subject to the terms and provisions of the Easy Access Credit Line agreement), Home Equity Credit Line (subject to the terms and provisions of the Home Equity Credit Line agreement), or as a cash advance on your CEFCU Credit Card (subject to the Frequency and Dollar Limitations and the terms and provisions of the Credit Card Cardholder Agreement) to your Savings, My Use Savings, Holiday Saver, Checking, IMMA, Easy Access Credit Line, Home Equity Credit Line, or CEFCU installment loan account, or to a related account you have designated as a Deposit Only account in the Electronic Services Application/Agreement you have executed.
- (c) Determine the balance in any of your CEFCU accounts.
- (d) Determine the check number and the amount of the last five (5) checks which have been paid by CEFCU from your CEFCU Checking, IMMA, Easy Access Credit Line, or Home Equity Credit Line during the period consisting of the account cycle current at the time of inquiry and the two (2) calendar months last occurring prior to the beginning of that current account cycle.
- (e) Determine whether a specific check you have written has been paid by CEFCU from your Checking, IMMA, Easy Access Credit Line or Home Equity Credit Line during the period consisting of the account cycle current at the time

of inquiry and the two (2) calendar months last occurring prior to the beginning of that current account cycle.

- (f) Determine the amount, the date, and the method of withdrawal for each of the last seven (7) withdrawals (other than checks) made from each of your Savings, My Use Savings, Holiday Saver, Checking, IMMA, Easy Access Credit Line or Home Equity Credit Line accounts during the period consisting of the account cycle current at the time of inquiry and the two (2) calendar months last occurring prior to the beginning of that current account cycle.
- (g) Determine the amount, the date, and the type of deposit for each of the last five (5) deposits made to each of your Savings, My Use Savings, Holiday Saver, Checking, IMMA, or IRA daily accounts during the period consisting of the account cycle current at the time of inquiry and the two (2) calendar months last occurring prior to the beginning of that current account cycle.
- (h) Determine the amount of dividends paid on each of your Savings, My Use Savings, Holiday Saver, IMMA accounts or on your Certificates for the calendar month or account cycle last ending prior to the time of inquiry, for the calendar year last ending prior to the time of inquiry, and for the current year through the calendar month or account cycle last ending prior to the time of inquiry.
- (i) Determine the amount of interest paid on your CEFCU Installment Loan, Easy Access Credit Line, Home Equity Credit Line, or Home Loan accounts for the calendar year last ending prior to the time of inquiry and for the current calendar year through the end of the calendar month or account cycle, as the case may be, last ending prior to the time of inquiry.
- (j) Obtain information concerning CEFCU's dividend rates, loan rates, and office hours current at the time of inquiry.

If you have requested the Overdraft Transfer Plan, and CEFCU has approved your participation in that plan, and you initiate a Touch-Tone Teller Transaction which triggers that plan, CEFCU will charge you an Overdraft Transfer Fee as set forth in the Fee Schedule to complete the transaction. Except for the Overdraft Transfer Fee, if you participate in the Overdraft Transfer Plan, there is no charge imposed by CEFCU on the electronic fund transfers you make using your PIN and touch-tone telephone and there is no charge imposed by CEFCU on your right to make electronic fund transfers using your PIN and touch-tone telephone.

CEFCU reserves the right to revoke your right to participate in the Touch-Tone Teller Transaction Program.

## 6. Transaction Frequency Limitations

If you have a Checking, you are limited in the number of combined ATM Program, PIN-POS Program, and Signature-POS Program transactions you may initiate on any one calendar day at ATMs, and POS terminals to fifty (50). If you have a Checking, all PIN-POS Program and Signature-POS Program transactions represent a transfer to or from your Checking.

If you do not have Checking, you are limited in the number of ATM Program transactions you may initiate at ATMs on any one calendar day to fifty (50), and you are limited in the number of combined PIN-POS Program and Signature-POS Program transactions you may initiate at POS terminals in any one calendar month to three (3). If you do not have a Checking, all PIN-POS Program and Signature-POS Program transactions represent a transfer to or from your Savings. If you have a Checking, you cannot elect to have PIN-POS Program or Signature-POS transactions from or to your Savings.

You are limited in the number of transactions you may initiate using your PIN and touch-tone telephone on any one calendar day to fifty (50).

There is no limit on the frequency of transactions you may initiate using CEFCU's Direct Deposit Transaction Program, Recurring Transfers to CEFCU Transaction Program, Electronic Check Conversion, or TEL-Debit Transaction Program.

## 7. Transaction Dollar Amount Limitations

You are limited in the amount of cash you may withdraw using your CEFCU Debit Card and PIN from the following combined transactions on any one calendar day to the lesser of the amount in your accounts or One Thousand Dollars (\$1,000): withdrawals from your Savings, My Use Savings, Holiday Saver, Checking, IMMA, Home Equity Credit Line, and Easy Access Credit Line at ATMs.

The One Thousand Dollars (\$1,000) will include all withdrawals using your CEFCU Debit Card and PIN at Money Center 24 ATMs, CO-OP ATMs, Cirrus Network ATMs, and Mastercard Network ATMs. CEFCU may, however, establish a maximum withdrawal limit less than One Thousand Dollars (\$1,000) for you, but not more than the amount in your accounts; and if a lesser maximum withdrawal limit is established for you, CEFCU will provide written confirmation of that limit to you. Furthermore, if CEFCU establishes a lesser maximum

withdrawal limit for you, CEFCU may periodically re-evaluate the amount of that limit. CEFCU may, in its sole discretion, determine that your maximum withdrawal limit should be increased or decreased and will provide you written confirmation that your maximum withdrawal limit will be increased or decreased and the effective date of the increase or decrease.

You are limited in the amount of combined PIN-POS Program transactions you initiate using your CEFCU Debit Card and PIN and Signature-POS Program transactions you initiate using your CEFCU Debit Card that access your Checking on any one calendar day to the lesser of the amount in your Checking, or Ten Thousand Dollars (\$10,000), or if you do not have a Checking, you are limited in the amount of combined PIN-POS Program transactions you initiate using your CEFCU Debit Card and PIN and Signature-POS Program transactions you initiate using your CEFCU Debit Card that access your Savings in any one calendar month to the lesser of the amount in your Savings or One Thousand Dollars (\$1,000), reduced in each instance by the amount of any Signature-POS Program transactions you initiated on the two calendar days immediately preceding the calendar day on which you seek to initiate a PIN-POS or Signature-POS Program transaction. If you perform a PIN-POS or Signature-POS Program transaction at a merchant that allows cash back, the amount you receive in cash back will be part of the applicable calendar day or monthly limit. CEFCU may, however, establish a maximum purchase limit less than Ten Thousand Dollars (\$10,000) for you, but not more than the amount in your Checking, or less than One Thousand Dollars (\$1,000) for you, but not more than the amount in your Savings if you do not have a Checking; and if a lesser maximum purchase limit is established for you, CEFCU will provide written confirmation of that limit to you. Furthermore, if CEFCU establishes a lesser maximum purchase limit for you, CEFCU may periodically re-evaluate the amount of that limit. CEFCU may, in its sole discretion, determine that your maximum purchase limit should be increased or decreased and will provide you written confirmation that your maximum purchase limit will be increased or decreased and the effective date of the increase or decrease.

You are limited in the amount of cash you may withdraw at Money Center 24 ATMs, Cirrus Network ATMs, and Mastercard® Network ATMs using your CEFCU Credit Card and PIN as a cash advance on your Credit Card on any one calendar day to the lesser of the amount of your available authorized credit line or Five Hundred Dollars (\$500). The Five Hundred Dollars (\$500) will include all withdrawals using Money Center 24 ATMs, Cirrus Network ATMs, and Mastercard Network ATMs.

You are limited in the combined amount you may transfer from your CEFCU Credit Card as a cash advance using the Touch-Tone Teller Program, or the CEFCU On-Line & Mobile Banking Programs on any one calendar day to the lesser of the amount of your available authorized credit line or Five Hundred Dollars (\$500). The Five Hundred Dollars (\$500) will include all withdrawals and transfers using the CEFCU On-Line & Mobile Banking Programs, and the Touch-Tone Teller Program.

There is no limit on the dollar amount of the transactions you may initiate using CEFCU's Direct Deposit Transaction Program, Recurring Transfers to CEFCU Transaction Program, Electronic Check Conversion, or TEL-Debit Transaction Program, but no such transaction may exceed the amount in your account.

#### **8. Direct Deposit Transaction Program**

You may authorize CEFCU to receive direct deposit of Social Security payments and certain company pensions to any account maintained with CEFCU by you. You may also authorize direct deposits of employers' net pay, pension, and federal recurring payments (other than Social Security) to your Savings, My Use Savings, Holiday Saver, Checking or IMMA.

There is no charge imposed by CEFCU on direct deposits or on the right to make direct deposits.

You can call CEFCU at 309.633.7000 or 1.800.633.7077 to find out whether or not the transfer has been made.

There is no limit on the frequency of direct deposits to your account you may authorize. There is no limit on the dollar amount you may deposit to your account using direct deposit.

#### **9. Recurring Transfers to CEFCU Transaction Program**

You may authorize CEFCU in writing to initiate recurring transfers of funds from your accounts at other financial institutions ("Remitter Financial Institution") to CEFCU accounts maintained by you or as payment on your CEFCU loans.

There is no charge imposed by CEFCU on automatic transfers or on the right to make automatic transfers.

You can call CEFCU at 309.633.7000 or 1.800.633.7077 to find out whether or not the transfer has been made and to verify the date and amount of your transfers that have occurred in the current calendar month.



There is no limit on the frequency or dollar amount of the automatic transfers that can be received from a Remitter Financial Institution.

In the event the account you maintain at the other financial institution does not honor the ACH request to complete the Recurring Transfer transaction for any reason, the Recurring Transfer transaction will not be made and CEFCU will then debit any CEFCU account maintained by you or in which you have an ownership interest, unless prohibited by law, an ACH Origination Return Fee.

The amount of the ACH Origination Return Fee is set forth in the Fee Schedule.

#### **10. Electronic Check Conversion**

You may authorize a merchant or other payee to make a one-time electronic payment from your Checking or IMMA using information from your check to (i) pay for purchases or (ii) pay bills.

The merchant or other payee will electronically transmit the amount of the check and the Checking or IMMA account number and CEFCU's routing number that are encoded on the check to CEFCU. CEFCU will debit your Checking based on the electronic transmission. The check will not be delivered to CEFCU and a copy of the check will not be included with your statement.

There is no charge imposed by CEFCU on an electronic payment from your Checking or IMMA using electronic check conversion.

There is no limit on the frequency or dollar amount of the electronic payments made from your Checking using electronic check conversion. For your IMMA, each check must be at least Two Hundred Dollars (\$200).

#### **11. TEL-Debit Transaction Program**

By telephone communication to CEFCU's Contact Center at 309.633.7000 or 1.800.633.7077, or during telephone communication by other CEFCU personnel to you, you may authorize CEFCU to initiate a TEL-Debit transaction from an account you maintain at another financial institution directing the transfer of funds from your account at that other financial institution to CEFCU as payment on a loan you maintain with CEFCU.

CEFCU will mail you a written verification of your telephone authorization.

While you may give telephone authorization to CEFCU on any day our offices are open to initiate a TEL-Debit transaction, CEFCU can only initiate such a transaction on a Monday through Friday when the Federal Reserve Bank is open. Thus, if when you give telephone authorization to CEFCU, the Federal Reserve Bank is not open, CEFCU will not initiate the TEL-Debit transaction until the next day on which both CEFCU and the Federal Reserve Bank are open.

There is no limit on the number of TEL-Debit transactions you may initiate each day.

CEFCU will charge you an ACH Origination TEL-Debit Transaction Fee for each TEL-Debit transaction you initiate, and that fee will be added to the amount of the debit from your account at that other financial institution.

The amount you direct to be debited will be transferred to the CEFCU loan account you designate as part of the TEL-Debit transaction authorization. The ACH Origination TEL-Debit Transaction Fee CEFCU will charge you will be debited from that account at the other financial institution and paid to CEFCU.

In the event the account you maintain at the other financial institution does not contain sufficient funds to complete the TEL-Debit transaction and pay the ACH Origination TEL-Debit Transaction Fee, the TEL-Debit transaction will not be made and CEFCU will then debit any CEFCU account maintained by you or in which you have any ownership interest, unless prohibited by law, an ACH Origination Return Fee.

The amount of the ACH Origination TEL-Debit Transaction Fee and the ACH Origination Return Fee are as set forth in the Fee Schedule.

CEFCU reserves the right to revoke your right to make TEL-Debit Program transactions.

#### **12. Business Day Disclosure**

Our business days are Monday through Friday. Holidays are not included.

#### **13. Liability Disclosure**

If you believe your CEFCU Debit Card or CEFCU Credit Card, PIN or CEFCU On-Line & Mobile Banking Programs User ID or Password has been lost or stolen or if you believe that someone has transferred or may transfer money from your CEFCU account without your permission, or if you believe an electronic fund transfer has been made without your permission

using information from your check, call us immediately at 309.633.7000 or 1.800.633.7077. You may also write us at CEFCU, Post Office Box 1715, Peoria, Illinois 61656-1715, or, if you have signed up for CEFCU On-Line & Mobile Banking, send us a message via CEFCU On-Line & Mobile Banking.

You will have no loss if someone used your CEFCU Debit Card or CEFCU Credit Card, PIN, CEFCU On-Line & Mobile Banking User ID or Password without your permission or made an unauthorized Electronic Check Conversion transaction against your Checking. However, there may be one exception. If your statement shows transfers that you did not make, 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 you lost after the sixty (60) days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason, such as a long trip or a hospital stay, kept you from telling us, we will extend the time periods.

If more than one person is authorized to use a CEFCU Debit Card or CEFCU Credit Card, PIN, CEFCU On-Line & Mobile Banking Programs User ID or Password to initiate and perform electronic fund transfers with respect to an account maintained in the names of more than one member, and one of such persons initiates an electronic fund transfer which causes loss to CEFCU which that person does not reimburse to CEFCU, CEFCU may debit any other account maintained with CEFCU by that person or by any other person named as a member on that account for the purpose of reimbursing CEFCU that unreimbursed loss.

You must refer to your account agreement with another financial institution where you maintain financial accounts ("Financial Account Holder") and any disclosure provided by a Financial Account Holder to determine the procedures you should follow if you believe your access device respecting any account you maintain with a Financial Account Holder has been lost or stolen or that someone has transferred or may transfer money from any account you maintain with a Financial Account Holder and to determine the extent of your liability if someone used your access device respecting any account you maintain with a Financial Account Holder without your permission.

#### 14. Error Resolution Disclosure

Telephone us at 309.633.7000 or 1.800.633.7077 or write us at CEFCU, Post Office Box 1715, Peoria, Illinois 61656-1715, as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer listed on the

statement or receipt. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and your CEFCU account number.
- (2) Describe the error or transfer you are unsure about and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) 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 determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or question. If we decide to do this, we will recredit your 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 recredit your account.

If the problem or error involves an electronic fund transfer or transaction that was not initiated in the United States, the District of Columbia, the Commonwealth of Puerto Rico, or any territory or possession of the United States, other than any such transaction that represents a Signature-POS transaction, we will tell you the results of our investigation within twenty (20) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to ninety (90) calendar days to investigate your complaint or question. If we decide to do this, we will recredit your account within ten (10) business days 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 we ask you to put your complaint in writing and we do not receive it within ten (10) business days, we may not recredit your account.

If the problem or error involves an electronic fund transfer resulting from a Signature-POS transaction, we will tell you the results of our investigation within five (5) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to ninety (90) calendar days to investigate your complaint or question. If we decide to do this, we will recredit your account within five (5) business days for the amount you think is in error unless we ask you to put your complaint in writing, 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 in writing and we do not receive it within ten (10) business days, we may not recredit your account.

We will tell you the results within three (3) business days after completion of our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents we used in our investigation.

You must refer to your account agreement with a Financial Account Holder and any disclosure provided by a Financial Account Holder to determine the procedures you should follow if you think the account statement from your Financial Account Holder is wrong or if you need more information about a transfer listed on the account statement from your Financial Account Holder.

#### **15. Disclosure of Liability for Failure to Make Transfers**

If CEFCU does not properly complete a transfer to or from your account on time or in the correct amount or does not send a payment on time according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will NOT be liable, for instance:

- (a) if, through no fault of ours, you do not have enough money in your account to make the transfer;
- (b) if, through no fault of ours, you do not have enough money in your account to authorize the Signature-POS transaction;
- (c) if the transfer would go over the credit limit of your overdraft line, if you have one;
- (d) if the ATM where you are making the transfer does not have enough cash;
- (e) if the ATM, PIN-POS terminal, Signature-POS terminal at the financial institution or merchant participating in the Mastercard® Debit Card Program, audio response system, your personal computer, browser, operating system, or other Internet access device or modem was not working properly and you knew about the breakdown when you started your transfer; or
- (f) if circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.

There may be other exceptions stated in our agreement with you.

You must refer to your account agreement with a Financial Account Holder and any disclosure provided by a Financial Account Holder to determine the Financial Account Holder's liability if it does not properly complete a transfer to or from the account you maintain with that Financial Account Holder.

#### **16. Disclosure of Information to Third Parties**

CEFCU will disclose information to third parties about your account or the transfers you make:

- (a) where it is necessary for completing transfers;
- (b) where it is necessary to effect, administer, or enforce a transaction requested or authorized by you, whether the transaction requested or authorized by you will debit or credit your account, is a one-time transaction or recurring transaction, involves a stop payment request by you, or any other type of transaction requested or authorized by you;
- (c) in connection with servicing or processing a financial product or service requested by you;
- (d) in connection with maintaining or servicing your account;
- (e) where it is necessary to provide confirmation of changed information about your account, including a changed account number, to third parties to whom you have provided your account number in conjunction with your authorization for pre-authorized transfers to such a third party, to permit your pre-authorized transfers from your account to continue;
- (f) in order to verify the existence and condition of your account for a third party, such as a credit bureau or a merchant;
- (g) in order to comply with lawfully issued subpoenas, summonses, warrants, or court orders after mailing a copy to you (unless CEFCU is specifically prohibited from so notifying you);
- (h) in order to assist appropriate law enforcement agencies' investigations when CEFCU reasonably believes it has been the victim of a crime;
- (i) in order to investigate errors you identify for us in accordance with the Error Resolution Disclosure;

- (j) in the regular course of exchanging credit information with other financial institutions or commercial enterprises, directly or through a consumer reporting agency; or
- (k) if you give us your written permission.

You must refer to your account agreement with a Financial Account Holder and any disclosure provided by a Financial Account Holder to determine the circumstances under which the Financial Account Holder will disclose information to third parties about your account maintained with the Financial Account Holder or the transfers you make respecting that account.

### 17. Statement Disclosure

You will get an account statement for your Checking and/or IMMA monthly. For other accounts, you will get a monthly statement unless there are no electronic fund transfers in a particular month. In any case, you will get a statement at least quarterly.

We will mail each statement to you at the last address shown on CEFCU's account records. However, if a statement is returned to CEFCU because the address is incorrect or you moved without giving notice of your forwarding address, you instruct CEFCU to hold all subsequent statements until you call for them and/or you notify CEFCU of your change of address. So long as CEFCU holds the subsequent statements, the statements held will be made available to you on the date the statements would have been mailed to you and that date will be deemed the mailing date of the statement.

You must refer to your account agreement with a Financial Account Holder and any disclosure provided by a Financial Account Holder to determine when you will receive from the Financial Account Holder an account statement for any account you maintain with the Financial Account Holder.

### 18. Disclosure of Right to Stop Payment of Pre-Authorized Transfers

If you have told CEFCU in advance to make regular payments out of your CEFCU account, you can stop any of those payments. Here's how: Call us at 1.800.633.7077 or write us at CEFCU, Post Office Box 1715, Peoria, Illinois 61656-1715, in time for us to receive your request three (3) business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call. CEFCU will charge you the then applicable Stop Payment Fee set forth in the CEFCU Fee Schedule for each stop payment order you give.

If you order CEFCU to stop one of these payments three (3) business days or more before the transfer is scheduled, and we do not do so, we will be liable to you for your losses or damages.

### 19. ATM Safety Tips

Use these safety tips and your common sense to help protect yourself and your CEFCU account(s) when using an ATM.

- Have your card in hand before you approach an ATM. Choose only well-lit ATMs, and park close to the machine. Always have someone accompany you when using an ATM at night.
- Memorize your Personal Identification Number (PIN), and never write it on your card, keep it in your wallet, or reveal it to anyone.
- Be aware of anything suspicious – trust your instincts. If something doesn't look right on the machine or you feel uncomfortable, cancel your transaction immediately and leave.
- Don't agree to cash or deposit a check for anyone – even someone you know.
- Keep your car doors locked and engine running when using a drive-up ATM. Be sure all windows, except your own, are closed.
- Pocket your money immediately and keep the receipt. Then verify your transaction privately as soon as you can, and then destroy the receipt after verifying it with your monthly statement.
- Never open a locked door for anyone you don't know if using a machine in a facility that requires your card for access.
- Report any crimes immediately to the police, CEFCU, and the ATM owner.

If your CEFCU Debit Card or CEFCU Credit Card is lost or stolen, report it to CEFCU immediately at 309.633.7000 or 1.800.633.7077.

# **CEFCU**

Not a bank. Better. ®

P.O. Box 1715 • Peoria, IL 61656-1715

309.633.7000 • 800.633.7077

[cefcu.com](http://cefcu.com)