

Fort Community Credit Union

ELECTRONIC FUNDS TRANSFER DISCLOSURE STATEMENT

The following information describes the various types of Electronic Funds Transfers which are available and your rights and responsibilities concerning these transactions, including your rights under the Electronic Funds Transfer Act.

References to "you" and "your" refer to each party to the account, and references to "us", "we", and "our" refer to the credit union.

ELECTRONIC TRANSACTION TYPES AVAILABLE

- 1. MASTERCARD Debit Card.** Access to your checking accounts with us by a MasterCard Debit Card issued by us providing account access through terminals, merchants and financial institutions. Refer to the MasterCard Debit Card Rules and Regulations for limitations.
- 2. Fort Community Online.** If we approve the Fort Community Online access service for your accounts, a separate PIN (Personal Identification Number) will be assigned to you. You must use your PIN along with your account number to access your accounts. At the present time you may use the Online access service to:
 - Transfer funds from your savings, checking and line of credit accounts.
 - Obtain balance information for your savings, checking and loan accounts.
 - Make loan payments from your savings and checking accounts.
 - Determine if a particular item has cleared.
 - Verify the last date and amount of your payroll deposit.

Your accounts can be accessed under the Fort Community Online access service via personal computer. Fort Community Online will be available for your convenience 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.

The credit union reserves the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our reserve on the account.

- 3. Mobile Banking.** If Mobile Banking is activated for your account(s), you will be required to use secure login information to access the account(s). At the present time you may access service to:

- Transfer funds from your savings, checking and line of credit accounts.
- Obtain balance information for your savings, checking and loan accounts.
- Make loan payments from your savings and checking accounts.
- Determine if a particular item has cleared.
- Verify the last date and amount of your payroll deposit.

Your accounts can be accessed under Mobile Banking via mobile device or other approved access device(s). Mobile Banking will be available for your convenience 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.

- 4. Preauthorized EFTs.** Regular automatic funds transfers authorized by you to and from your deposit accounts with us.
- 5. Electronic Check Conversion/Electronic Returned Check Fees.** If you pay for something with a check or share draft you may authorize your check or share draft to be converted to an electronic fund transfer. You may also authorize merchants 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.
- 6. Electronic Bill Payment.** Our online electronic bill payment system allows you to pay bills through our secure Internet server. You may schedule a payment, schedule recurring payments to be issued automatically; track past payments and view check images; or, through our Express Pay feature, make payments to several payees at once. Refer to the Electronic Bill Payment Terms and Conditions for restrictions.

CHARGES

There are certain charges for electronic funds transfer services. From time to time, the charges may be changed. We will notify you of any changes as required by applicable law. Please refer to the Other Charges and Fees schedule for a listing of these charges.

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 fund transfer.) The ATM surcharge will be debited from your account if you elect to complete the transaction or continue with the balance inquiry.

BUSINESS DAYS

Our business days are Monday through Friday; Saturdays, Sundays and holidays are not included.

MEMBER LIABILITY

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 any of your accounts.

Tell us AT ONCE if you believe there have been unauthorized transfers to or from your account. Telephoning is the best way of keeping your possible losses down. If you tell us within two (2) business days of discovery, you will not be liable for more than \$50.00 for unauthorized electronic transfers to or from your account. If you do not tell us within two (2) business days of discovering the unauthorized electronic transfer, and we can prove that we could have stopped someone from accessing your account without your permission if you told us, you could lose as much as \$500.00.

Also, 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 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 that someone has transferred or may transfer money from your account without your permission, call: **(920) 563-7305**;

or write to: Fort Community Credit Union
PO Box 160
Fort Atkinson, WI 53538-0160

Fort Community Credit Union

For the MasterCard Debit Card Member Liability refer to the MasterCard Debit Card Rules and Regulations.

RIGHT TO RECEIVE DOCUMENTATION

- 1. Periodic Statements.** Transfers and withdrawals made through any ATM's, Debit Card transactions, Online banking, Mobile banking or preauthorized EFTs will be recorded on your periodic statement. 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.
- 2. Terminal Receipt.** You will get a receipt at the time you make any transaction involving your account using an ATM, POS terminal, or Debit Card transaction with a participating merchant.
- 3. Direct Deposit.** If you have arranged to have direct deposits made to your account at least once every sixty (60) days from the same source, you can call us at (920) 563-7305 to find out whether or not the deposit has been made.

PREAUTHORIZED WITHDRAWALS

- 1. Right to Stop Payment and Procedure for Doing So.**
If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here's how:
Call us at (920) 563-7305 or write us at P.O. Box 160, Fort Atkinson, WI 53538, in time for us to receive your request 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 14 days after you call. We will charge our regular charge for each stop payment order you give us.
- 2. Notice of Varying Amounts**
If these regular payments vary in amount, the person you are going to pay will 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.
- 3. Liability for Failure to Stop Payment of Preauthorized Transfer**

If you order us 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 for your losses or damages.

4. 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 will be liable for your losses or damages. However, there are some exceptions. We will not be liable, for instance:

- ◆ If, through no fault of ours, you do not have enough money in your account to make the transfer.
- ◆ 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.

ACCOUNT INFORMATION DISCLOSURE

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

1. Where it is necessary for completing transfers, or
2. In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or
3. In order to comply with government agency or court orders, or
4. If you give us your written permission.

IN CASE OF ERROR OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Call Us At (920) 563-7305, or

Write Us At

P.O. Box 160

Fort Atkinson, WI 53538-0160

If you think your statement is wrong or if you need more information about a transfer listed on the statement, we must hear from you no later than sixty (60) days after we sent you the FIRST statement on which the problem or error appeared.

1. Tell us your name and account.
2. Describe the error or the 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 verbally, 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. 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 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 we decide that there was no error, we will send you a written explanation within three (3) business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

For MasterCard Debit Card error resolution, refer to the MasterCard Debit Card Rules and Regulations