

outside the U.S. The 1% service charge, known as an International Service Assessment Charge, is charged by Visa to the Credit Union, which the Credit Union will pass on to you for each of your foreign currency transactions.

DOCUMENTATION

Here is a summary of your rights to receive documentation or notification of EFTs:

- Terminal Transfers. You can get a receipt at the time you make any transfer to or from your account using a VSECU ATM.
- Direct Deposits. If you have arranged to have direct deposits made to your account(s) at least once every sixty (60) calendar days from the same person or company, you can call us at 802/800 371-5162 to find out whether or not the deposit has been made.
- Periodic Statements. If you have EFT credits or debits to any one of your account(s), you will receive a monthly account statement. If there are no transfers in a particular month, you will receive a statement at least quarterly.

PREAUTHORIZED PAYMENTS

Right to Stop Payment and Procedure for Doing So

If you have told us in advance to make regular EFT payments out of your account(s), you can stop any of these payments by doing the following: Call us at 802/800 371-5162, or write us at: VSECU, PO Box 67, Montpelier, VT 05601, in time for us to receive your request at least 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) calendar days after you call. Unlike checks, you can not place stop payments on purchases made with your Debit Card.

Notice of Varying Amounts

If these regular payments vary in amount, the person you are going to pay will tell you, ten (10) calendar 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 will 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 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.

CONFIDENTIALITY

Here are the circumstances under which we may disclose information to third parties about your account(s) or transfers:

- Where it is necessary for completing transactions;
- In order to verify the existence and condition of your account(s) for a third party, such as a credit bureau or merchant;
- In order to comply with government agency or court orders;
- To public accountants doing an audit, or any other person under our control helping us to maintain our records; or
- If you give us your written permission.

CONSUMER LIABILITY FOR UNAUTHORIZED TRANSFERS

Tell us AT ONCE if you believe your card and/or code has been lost or stolen, or if you believe that an EFT has been made without your permission using information from your check/draft.

Telephoning is the best way of keeping your possible losses down.

ATM Card and PIN-Based Debit Card Unauthorized Transfers

You could lose all of the money in your account (plus your maximum On Demand Credit Line.) If you tell us within two (2) business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card/and 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/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you can lose as much as \$500.

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) calendar days after the statement was mailed to you, you may not get back any money you lost after the sixty (60) calendar 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 hospital stay) kept you from telling us, we will extend the time periods.

Signature-Based Debit Card Unauthorized Transfers

You agree to notify us immediately, orally or in writing, of the loss, theft or unauthorized use of your Debit Card. You may not be liable for any losses related to purchase transactions if you notify us of the loss or theft. This zero liability limit applies only if:

- You have exercised reasonable care in safekeeping your Debit Card from risk of loss or theft;
- You have not reported two or more incidents of unauthorized use to us within the preceding twelve (12) months; and
- Your account is in good standing.

This liability limit will apply, provided you did not receive benefit, or the unauthorized use of your Debit Card was by someone without actual, implied or apparent authority from you.

“Unauthorized use” means the use of your Debit Card by a person, other than you, who does not have actual, implied or apparent authority for such use, and from which you receive no benefit.

Non-Visa and PIN-less debit transactions will not be processed as Visa transactions and therefore will not include Visa’s zero liability or chargeback and dispute resolution benefits.

Contact in Event of Unauthorized Transfer

If you believe your card and/or code has been lost or stolen, call 802/800 371-5162, or write us at: VSECU, PO Box 67, Montpelier, VT 05601-0067. You should also call the number or write to the address listed above if you believe a transfer has been made using information from your check/draft without your permission.

CREDIT UNION LIABILITY FOR FAILURE TO MAKE TRANSFERS

If we do not complete a transfer to or from your account(s) 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:

- If through no fault of ours you do not have enough money in your account(s) to make the transfer;

- If the transfer would go over the credit limit on your On Demand Credit Line;
- If the ATM where you are making the transfer does not have enough cash;
- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer;
- If circumstances beyond our control (such as fire or flood, etc.) prevent the transfer, despite reasonable precautions we have taken; or
- There may be other exceptions stated in our agreement with you.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC FUND TRANSFERS

Telephone us at 802/800 371-5162, or write us at: VSECU, PO Box 67, Montpelier, VT 05601-0067 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) calendar days after we sent the FIRST statement on which the problem or error appeared.

- Tell us your name and account number (if any);
- 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; and
- 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 (twenty (20) business days on a transaction which occurred within thirty (30) calendar days after your first deposit to a new membership account) 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) calendar days (ninety (90) calendar days on transactions outside the U.S.A., point-of-sale debit card transactions that paid for goods or services, or a transaction which occurred within thirty (30) calendar days after your first deposit to a new membership account) to investigate your complaint or question. If we decide to do this, we will provisionally credit your account within ten (10) business days (twenty (20) business days on a transaction which occurred within thirty (30) calendar days after your first deposit to a new membership account) 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 your account.

We will tell you the results within three (3) business days after we finish 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 that we used in our investigation.

BUSINESS DAYS

Monday through Friday (excluding federal holidays)

Vermont State Employees Credit Union

One Bailey Avenue, PO Box 67
Montpelier, VT 05601-0067

802/800 371-5162
www.vsecu.com

Federally Insured by NCUA



Funds Availability and Electronic Fund Transfers Disclosures

FUNDS AVAILABILITY POLICY

Your Ability to Withdraw Funds at VSECU

This disclosure applies to Share Draft Checking Accounts. The Credit Union's general policy is to make funds from your deposits available to you on the same business day (except for Automated Teller Machine (ATM) deposits) we receive your deposit. Electronic direct deposits and wire transfers are available on the day we receive the funds. At that time, you can withdraw the funds in cash and we will use the funds to pay checks that you have written.

Determining the Availability of a Deposit

For determining the availability of your deposits, every day is a business day, except Saturdays and Sundays. If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit.

If you mail funds to us, the funds are considered deposited on the business day we receive them. Funds deposited in a night depository or mail slot at the Credit Union after 8:00 am are considered deposited on the next business day the Credit Union is open.

Funds deposited at ATMs owned by VSECU will be available to you on the first (1st) business day after the day we received the deposit. If you make a deposit at a VSECU ATM before 3:00 pm on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit at a VSECU ATM after 3:00 pm, or on a day we are not open, we will consider that the deposit was made on the next business day we are open. The first \$100 of each day's total deposit(s) will be made available immediately.

Longer Delays May Apply

In some cases, we will not make all of the funds that you deposit available to you on the same business day of your deposit. Depending on the type of check that you deposit, funds may not be available until the fifth (5th) business day after the day of your deposit. However, the first \$100 of each day's total deposit(s) will be made available on the first (1st) business day after the day of your deposit.

If we are not going to make all of the funds from your deposit available on the same business day of your deposit, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the first (1st) business day after we receive your deposit. You should ask if you need to be sure about when a particular deposit will be available for withdrawal.

In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$5,000 on any one day. (*Note: the first \$100 of each day's total deposit(s) will be made available on the first (1st) business day after the day of your deposit.*)
- You deposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of communications or computer equipment.
- We are unable to verify funds with paying institution.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be

available. They will generally be available no later than the eleventh (11th) business day after the day of your deposit.

Holds on Other Funds

If we accept for deposit or we cash a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately, but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal in accordance with the time periods that are described in this policy.

Funds Availability Policy Does Not Apply to the Following

Checks deposited to non-transaction accounts (i.e., Share Savings Accounts, Money Market Share Accounts and Term Share Certificate Accounts) or checks drawn on financial institutions located outside the U.S. (foreign checks) are not subject to this policy. If a hold is necessary for check deposits to these types of accounts, or for foreign checks, the hold may be placed until funds are collected.

ELECTRONIC FUND TRANSFERS AGREEMENT & DISCLOSURE

The Electronic Fund Transfers (EFTs) we are capable of performing are indicated below, some of which may not apply to your account(s). Please read this disclosure carefully because it tells you your rights and obligations for these transactions. By signing an application or account card for EFT services, signing your Card, or using any service, each owner agrees to the terms and conditions in this Agreement and any amendments for the EFT services offered. You should keep this notice for future reference.

For security purposes, your ATM/Debit Card may be deleted from our systems after twelve (12) consecutive months of inactivity.

Use of your ATM/Debit Card may be restricted in certain countries due to security risks. If you plan to travel to a foreign country and want to request access to restricted areas, please call us at 802/800 371-5162.

TRANSFER TYPES

Automated Teller Machine (ATM)

You may access your account(s) by ATM using your ATM card and Personal Identification Number (PIN), to:

- Withdraw cash from your Share Draft or Share account(s);
- Make deposits to your Share Draft or Share account(s);
- Transfer funds between Share Draft and Share account(s);
- Check balances (inquiries) of your Share Draft or Share account(s); or
- Pay for purchases at places that have agreed to accept the card and PIN. These are referred to as Point-of-Sale (POS) transactions.

Some of these services may not be available at all terminals.

Dollar Limitations

You may withdraw a total of \$300.00* per day, if funds are available. This limit applies to ATM and POS transactions in the aggregate.

**Note — Transactions may be limited if systems are in an off-line mode or temporarily out of service.*

Debit Card

If you have a Debit Card, you may access your account(s) to purchase goods and services wherever Visa® debit cards are

accepted. You may use your Debit Card and PIN (or signature) to:

- Withdraw cash from your Share Draft or Share account(s);
- Make deposits to your Share Draft or Share account(s);
- Transfer funds between Share Draft and Share account(s);
- Check balances (inquiries) of your Share Draft or Share account(s);
- Purchase goods or services at merchants that accept Visa debit cards;
- Order goods or services by mail or telephone from places that accept Visa debit cards; or
- Get cash from a merchant, if the merchant permits, or from a participating financial institution.

You may use a non-Visa debit network with your Debit Card without entering your PIN for certain bill payment services. These transactions are referred to as PIN-less debit transactions and are considered non-Visa debit transactions. Merchants must provide you with a clear way of choosing to make a Visa debit or a PIN-less transaction through a non-Visa debit network. A non-Visa or PIN-less debit transaction may occur on your Debit Card through the STAR network.

Examples to distinguish between a Visa debit transaction and a non-Visa or PIN-less debit transaction are as follows:

Visa Debit Transaction: A cardholder signs a receipt, provides a debit card number (i.e., via internet, mail or telephone) or swipes the card through a POS terminal using the Visa feature.

Non-Visa and PIN-less Debit Transactions: *Non-Visa:* A cardholder enters a PIN at a POS terminal. ***PIN-less:*** For certain bill payment transactions, a cardholder provides an account number for an online transaction after clearly indicating a preference to process the transaction as a PIN-less debit transaction. The merchant processes the transaction through a non-Visa debit network.

Dollar Limitations (Signature and PIN Authorization)

Daily dollar limitations for these transactions is \$2,750.00* in the aggregate. Limitation is based on the daily available balance of your designated Share Draft account, plus any available overdraft protection from your Share account, and any available credit balance from your On Demand Credit Line.

These transactions will automatically be deducted from your designated Share Draft account.

**Note — Transactions may be limited if systems are in an off-line mode or temporarily out of service.*

Access by Phone (Audio Response)

You may access your account(s) by telephone twenty-four (24) hours a day at 802/888 225-7439 using your member number, personal security code, a touch-tone phone, and your account number. You may access your account(s) by telephone to:

- Make loan payments at VSECU;
- Check on cleared checks/drafts or deposits;
- Request a check withdrawal from your account(s);
- Transfer money between your accounts;
- Transfer funds to another member's account (this requires additional authorization from you); or
- Check balances in your account(s).

Access My Accounts Online

You may access your account(s) through the Internet twenty-four (24) hours a day at www.vsecu.com. To begin using this service you will need to enroll at www.vsecu.com.

Bill Pay Online

You may access your Share Draft account(s) to authorize us to make payments to third parties. To begin using this service you will need to be enrolled in Access My Accounts Online, and in Bill Pay Online. You can enroll for both services at www.vsecu.com.

Electronic Check/Draft Conversion Transfers

If you pay for something with a check/draft, you may authorize your check/draft to be converted to an EFT. This can happen in the following ways:

- When you provide information from your check/draft or an account to a third party by telephone, Internet or otherwise, who then converts the information to an EFT, Automated Clearing House (ACH) transaction or otherwise;
- You can purchase goods or pay for services and authorize a merchant or service provider to convert your check/draft into an EFT or ACH;
- At the time you offer a check/draft to a merchant or service provider, you may be asked to authorize the merchant or service provider to electronically collect a charge in the event the check/draft is returned for insufficient funds. Paying such a charge electronically is an EFT.

Your authorization to make these types of EFTs may be expressed by you completing a transaction after being told (orally, or by a notice posted or given to you) that the transaction may be processed electronically; or by you signing a written authorization.

Termination

You may terminate the EFT Agreement by calling us. We may require you to put your request in writing. The Credit Union may terminate the EFT Agreement by notifying you in writing.

LIMITATIONS ON FREQUENCY OF TRANSFERS

In addition to those limitations on transfers elsewhere described, if any, the following limitations apply: For all Share Savings accounts: No more than six (6) withdrawals or transfers may be made in any calendar month to another account of yours at the credit union (unless the transfer is to a VSECU loan) or to a third party by means of a preauthorized, automatic, electronic (including computer-initiated) or telephone transfer; or by check, draft or debit card to a third party.

CHARGES

- ATM transactions at VSECU owned ATMs are unlimited and free from service charges. ATM transactions at Non-VSECU owned ATMs are limited each month and may incur a service charge based on the Member Choice plan you maintain with us.
- If you use an ATM that is not operated by us, you may be charged a service charge by the operator of the machine, and/or by an automated transfer network, and, you may be charged for a balance inquiry even if you do not complete a transfer.
- Refer to the Truth-in-Savings Disclosures for service charges applicable to EFTs.

FOREIGN TRANSACTIONS

Transactions made in foreign currencies will be debited from your designated Share Draft or Share account in U.S. dollars. Additionally, a service charge of 1% of the amount of the transaction, calculated in U.S. dollars, will be imposed on all foreign transactions, including purchases, withdrawals, cash advances or credits to your account. A foreign transaction is any transaction that you complete or a merchant completes on your card