



VSECU

WE'RE BUILDING SOMETHING NEW

Your guide for changes coming soon.





WE'RE ALMOST **THERE**

In January of 2023, we started “building” onto our foundation for a member experience that we look forward to revealing once we have integrated new systems this November. The closer we get to finishing the project, the higher the energy level is around the credit union.

When we say we’re building something new, we’re not talking about a fresh coat of paint. We are working from the ground up, starting with a solid foundation of products, services, and internal technologies to make sure every offering meets the needs of our members today and in the future. As we work through this period of change, we expect some hurdles along the way; no large project can launch perfectly. What you can be assured of is our commitment to support you every step of the way through this process.





IMPORTANT

SERVICES WILL BE TEMPORARILY UNAVAILABLE BEGINNING NOVEMBER 3

We expect that our services will be unavailable starting at the close of business on Friday, November 3. At that time, we will begin the process of integrating and changing various systems to enhance the member experience moving forward. **Over the weekend, you will not have access to branches, Digital Banking, and the Contact Center.** You may experience disruptions or limitations with some of our other services leading up to November 3 and that weekend.

This process is complex and will require diligent attention from many of our employees, who will work through the weekend to ensure a successful transition. Our branches are scheduled to reopen on Monday, November 6, at 8:00 AM. Services will gradually come back online as we apply finishing touches to the new systems. We ask for your patience and encourage you to plan accordingly for this time. Read on to learn about the upcoming changes and action steps you may need to take.

We will send a separate communication if anything changes between the time you receive this packet and the integration of our systems. In the meantime, visit vsecu.com/together for the latest information and answers to frequently asked questions.

HOW TO USE THIS GUIDE

This guide is designed for easy scanning so you can quickly find the information you need. Review it now to see if you need to take any action prior to November 3. Then keep it handy so you have what you need when the day arrives. Look for the following symbols:



Indicates action you need to take



Indicates sections that are relevant to all account(s), including business accounts

Can't find what you're looking for?

- Get up-to-date details at vsecu.com/together,
- Visit a branch for in-person support, or
- Call our Contact Center at 800 371-5162 to speak with a member service consultant during business hours.



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QUICK FACTS

NAME AND LOGO

VSECU is now a division of New England Federal Credit Union (NEFCU), and we are working together to create a new name and identity. Until then, we are implementing a combined logo for spaces that are common to both NEFCU and VSECU memberships. You will see this new logo in Digital Banking, online applications, email, and some shared documents. This logo will be used temporarily, until we have a new name later in 2024.



A

ROUTING NUMBER

The routing number is changing. The new routing number will be #211691127. Use the new routing number after November 6. See CHECKS and DIRECT DEPOSIT, ACH, AND RECURRING TRANSACTIONS for more information about how this will affect your accounts.

ACCOUNT NUMBERS

Your account number(s) will stay the same.

MEMBER NUMBER

Your member number is staying the same.

A

CHECKS

The routing number is changing (see ROUTING NUMBER above) and will not be reflected on your existing checks, but that's okay! You can still use your current checks after November 6 and they will clear. When you order new checks after November 6, the new routing number and the New England Federal Credit Union logo will be included on each check.

DIRECT DEPOSIT, ACH, AND RECURRING TRANSACTIONS

Nothing about these processes is changing. We recommend for the long-term functionality of your accounts that you contact your service providers and update your automated transactions, after November 6, with the new routing number (see ROUTING NUMBER above). If you don't change the routing number, your transactions will continue to be made as scheduled for the foreseeable future.

SHARED BRANCHING

Our branches will no longer accept transactions from other credit union accounts. However, we are still a member of the CO-OP Shared Branch Network, so you can continue to conduct VSECU transactions at other credit union branches within the network. If you have grown accustomed to coming to VSECU to make Shared Branch transactions on other credit union accounts, you will have to find another Shared Branch to conduct those transactions.

DIGITAL BANKING

Though you'll notice the new dual logo (see NAME AND LOGO above) and a couple of new features, your account access and overall Digital Banking experience will remain the same both online and in the mobile app.

CONTACT AND PAYMENT ADDRESS

Our loan payment address is changing to **New England Federal Credit Union (NEFCU); 141 Harvest Lane, PO Box 527; Williston, VT 05495-0527**. For other inquiries and communications, you can continue to send mail to VSECU, a division of New England Federal Credit Union; PO Box 67; Montpelier, VT 05601.

After November 6, make loan payments to the Williston NEFCU address.

A

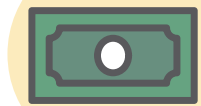
MEMBERSHIP SHARE

We are creating a non-transaction Membership Share account for all members. This account will exist solely for the purpose of holding your \$5 share in our financial cooperative, which is required by NEFCU Bylaws. You will not be able to make transactions with this account and will not receive a statement for the account. When we create this account, we will eliminate the \$5 hold on your Savings account. As an existing member, you will not need to take action. The account will be created for you.

DEPOSIT ACCOUNTS

CHANGE SAVER

What is changing: This is a new round-up deposit service that allows you to select and add Change Saver to your checking account. This service prompts an automatic round-up deposit into your savings account when you make a debit card transaction.



SHARE SAVINGS

What is changing: The name. The Share Savings and Business Share Savings accounts will now simply be called Savings and Business Savings. The Business Savings account will now compound dividends and credit them to your account monthly instead of quarterly. Otherwise, the details for both of these accounts will remain the same.

B

CHECKING ACCOUNTS

What is changing: Checking accounts will no longer earn dividends. To continue earning dividends, we recommend transferring your funds into one of our many dividend-earning deposit accounts, which will offer a better rate than your checking account previously did. You can easily transfer funds between accounts in Digital Banking.

A



OVERDRAFT ACCOUNTS

OVERDRAFT FROM SAVINGS

B

What is changing: The name. Formerly known as Overdraft from Savings, Overdraft Transfer will allow you to cover any overdrawn accounts from other sources of funds. You can attach various deposit accounts or any line of credit to each checking account to make overdraft transfers. Deposit accounts include checking, savings, and money market accounts.

You'll get four free transfers per month. After the first four transfers, you will be charged a fee for the fifth and successive overdraft transfers. This does not include overdraft transfers from a line of credit, which do not count towards your monthly transfer total. If you use a line of credit, you will be charged interest on the balance of the line.

OVERDRAFT PRIVILEGE

What is changing: The name. Overdraft Privilege is being renamed Courtesy Pay.



CARDS: CREDIT & DEBIT

CREDIT CARDS

B

You can continue to use your credit card: You will not experience any disruption in service with your VERMONT Platinum or Business Visa® credit card, so keep using your card(s) as you always have.

DEBIT CARDS

A

Plan ahead if you will need your debit card: Your debit card will continue to work while we integrate our systems; however, there may be some limitations leading up to and during that weekend. Plan accordingly and make sure you have other payment resources available during this time.

ATMs



You will have access to fee-free ATMs: With our systems integrated, you will have additional free access to NEFCU ATMs. As always, you will be able to find all our ATMs easily using our locator at www.vsecu.com/locations.

CO-OP ATMs are surcharge-free: You can continue to use CO-OP ATMs without paying a surcharge; however, a fee will be charged where applicable. For transactions made at ATMs outside the network, you may be charged a non-NEFCU ATM fee plus the surcharge assessed by the ATM owner.

We will cover up to four non-NEFCU ATM fees per month: When you make a transaction at an ATM not owned by us, you will be charged a non-NEFCU ATM fee on each transaction. We will provide a rebate for this fee on up to four transactions per month. (No fee will be assessed on balance inquiries and transfers.) In some cases, the owner of the ATM will also assess a surcharge fee. We will not provide a rebate on surcharges.

Explore fee-free withdrawal options: To avoid fees altogether, you can use a NEFCU or VSECU ATM, as mentioned above, or find a retailer that offers fee-free cash back at the register.



Agreements & Disclosures Changes

Consumer Notice of Change Items

Important Information about Changes to Our Agreement and Disclosures

As we move to align our account agreement and disclosures used during account opening, we have changes to our Member Service Agreement Part 2 ("Agreement"), Truth in Savings Disclosure, Consumer Rate and Fee Disclosure, and Electronic Funds Transfer Disclosure (collectively referred to as "Disclosures"). Changes are **effective on November 6, 2023**. Should you have any questions, contact a member service representative by calling 802 371-5162 or toll-free 800 371-5162 Monday, Tuesday, Thursday, and Friday from 8:00 AM to 5:00 PM, or Wednesday from 9:00 AM to 5:00 PM.

Member Service Agreement Part 2 Changes – Effective 11/6/23

Below is a summary of the key changes to the Agreement with provision referral numbers where you may read each specific provision. You can request a copy of the complete updated Agreement by contacting us during business hours or you can download a copy from our website. Please read and keep a copy of the Agreement so you can refer to it about matters that affect your membership and account, or a service. All other terms and conditions in the Agreement and Disclosures remain in effect.

- For all your accounts and account related services at NEFCU, we will rely exclusively on the terms of the Agreement (Provisions 1.a. and 1.b.).
- When you join our credit union in person, we will always offer you a paper copy of our Agreement and will email a copy to your address (Provision 1.f.).
- To be a member of the credit union, you will be assigned a member number and a Membership Share account to hold the par value of your one share in the credit union. The Membership Share account cannot be transacted on and will not receive periodic statements. When membership is terminated, the amount from the Membership Share account will be returned to you if applicable (Provision 3.a.).
- Each owner on a multiple-owner account (commonly referred to as a joint-owner account) must be a member of the credit union and must fulfill all of the membership requirements, including each owner purchasing and maintaining at least one share in a Membership Share account (Provision 3.a.).
- Upon application for membership, an account, or a service, we review account, employment, and credit history, including reports from third parties and credit reporting agencies (Provision 3.c.).
- For individual accounts, if the sole beneficiary on an account dies before you, on your death the funds in the account will go to your estate (Provision 4.a.).
- For individual accounts with multiple beneficiaries, on your death, all of the funds in the account will go to and be evenly divided among the remaining living beneficiaries on account (Provision 4.a.).
- Any payable on death (POD) beneficiary will become a Totten Trust beneficiary at conversion. Totten Trusts are not subject to a 90-day waiting period for payment to the beneficiary; they are payable to the beneficiary immediately upon death once the credit union has received notification, received all necessary documentation of death, and had time to confirm the beneficiary information. No further action is needed by you to make this change. All POD beneficiaries become Totten Trust beneficiaries at conversion (Provisions 4.a. and 4.b.).
- Surviving owners on a multiple-owner account own funds in the account (Provision 4.b.).
- On multiple-owner accounts, any owner alone may open, initiate, change, add, or close an account and services, except for terminating membership. Termination of membership can only be requested by the member-owner (Provision 4.b.).
- For multiple owner accounts, if the sole beneficiary on an account dies before the last owner is deceased, on the last owner's death, the funds in the account belong to that owner's estate (Provision 4.b.).
- For multiple owner accounts, if a beneficiary on an account with multiple beneficiaries dies before the last owner is deceased, the deceased beneficiary's share of the funds in the account will go to and be evenly divided among the remaining living beneficiaries on account (Provision 4.b.).
- Courtesy Pay (previously known as Overdraft Privilege) - This service allows you to overdraft a checking account up to a set limit of \$1,500. To be eligible for this service, you must: have a checking account for at least thirty (30) calendar days; be eighteen (18) years of age or older; not be delinquent on any loans or other obligations you have with us where you are a signer or co-signer; and have made an aggregate deposit equal to or greater than the Courtesy Pay limit in the past sixty (60) calendar days. If you qualify for this service, we may pay your overdrafts and charge you a fee as stated in the

Consumer Rate and Fee Disclosure. This service will not apply to non-recurring debit card transactions unless you notify us that you would like to opt into coverage of such transactions, in accordance with any notification procedures we may require. Courtesy Pay will not be available for in-person or automated teller machine (ATM) withdrawals. It is also not available for transfers or balance inquiries made through the ATM, Accountline Telephone Transfer Services or Digital Banking. If you use this service, we will notify you of the amount paid, including the fee per transaction, and you will have fifteen (15) calendar days to reimburse us for paid checks, items, electronic funds transfers, and fees. Please note that all account types may not be eligible for this service and that we may suspend this privilege at any time without notice to you. (Provision 6.l.2.)

- Cash deposits of Canadian currency will be converted to U.S. dollars at a rate we select for the date of deposit (Provision 7.a.).
- By maintaining the products and services you have with us and allowing us to maintain and manage them for you, you confirm your ongoing consent to the Agreement, your other contracts, as applicable, and any changes and additions we make to them from time to time (Provision 11).
- Late payments, missed payments, or other defaults on your accounts may be reflected in your credit report (Provision 13).

Truth in Savings Changes – Effective 11/6/23

Changes to the Truth in Savings Disclosure and Consumer Rate and Fee Disclosure are outlined below. The complete updated Truth in Savings Disclosure and Consumer Rate and Fee Disclosure will be available on November 6, 2023, and you can request a copy by contacting us during business hours or you can download a copy from our website. All other terms and conditions in the Truth in Savings Disclosure and Consumer Rate and Fee Disclosure remain in effect.

Product and Service Offerings/Changes

The following additions/changes are being made to our product offerings.

- Change Saver™ – new service offering. This is a service that helps you save. It rounds up your debit card point-of-sale transactions to the nearest dollar and transfers those funds to a savings account of your choice. Enrollment in the service is required to activate.
- Checking account (includes Fiduciary checking account) will be referred to as a Basic Checking account and will not pay dividends.
- Coverdell Education 18-Month Certificate – new product offering.
- Future Saver Certificate – new product offering.
- Future Saver Plus Certificate – new product offering.
- Holiday Savings – new product offering.
- Uniform Transfer to Minor Act Certificate – new product offering.

Inactive Accounts

For savings and checking accounts, if there has been no activity on the account(s) for 365 consecutive calendar days and the account has a zero balance, the account will be closed.

Certificate Account Features

Early Withdrawal Penalties

The bolded information below is being updated for clarity:

We may impose a penalty if you withdraw any of the principal of the certificate account before the maturity date.

1) **Amount of Penalty**. The amount of the early withdrawal penalty is based on the term of the account, as follows: i) For accounts with terms of one (1) year or less, the penalty is equal to 90 days' dividends on the amount withdrawn; or ii) For accounts with terms of more than one (1) year, the penalty is equal to 180 days' dividends on the amount withdrawn.

2) **How the Penalty Works**. The penalty applies irrespective of whether the dividends have already been earned or not. If accrued dividends are insufficient to pay the penalty, **or earned dividends have previously been withdrawn, the penalty will be deducted from principal.**

Member Rewards

This program will be discontinued. To determine fees to be assessed to your accounts, refer to the fee changes below and to the Consumer Rate and Fee Disclosure on our website or in our branches.

Fee Changes – Effective 11/6/23

Changes to the Consumer Rate and Fee Disclosure are outlined below. The complete updated Consumer Rate and Fee Disclosure will be available on November 6, 2023, and you can request a copy by contacting us during business hours or you can download a copy from our website.

| Name | Current Fee | New Fee |
|--|---|--|
| Account Reconciliation/Research | \$25 per hour | \$35 per hour |
| Card Replacement – ATM or Debit (Expedited) | \$40 per card | \$15 per card |
| Card Replacement – ATM or Debit (Standard) | \$10 per card | \$5 per card; 1 free per account per year |
| Checking Inactivity | \$5 per month if no activity on checking account for 365 days and end-of-month balance is less than \$100 | \$5 per month for checking accounts with balances under \$500 and no activity for 365 consecutive days |
| Closed Membership | \$20 if closed within 90 days | Fee removed |
| Failed ACH Payment | \$20 each | Fee removed |
| Foreign Check Collection | No fee | \$35 each |
| Legal Processing (writ, levy, etc.) | \$50 each | Fee removed |
| Money Orders | \$5 each (discount applied based on Member Rewards) | Money orders will no longer be offered; official checks will be the only checks offered for purchase |
| Non-NEFCU ATM Fee (withdrawals at ATMs not owned by us) ¹ | No fee | 4 free per month; then \$1.50 for each non-NEFCU ATM transaction (withdrawals and transfers). <i>See footnote below.</i> |
| Official Check/Money Order Replacement | \$20 each | Fee removed |
| Official Checks (Cashier's Check) | \$5 each (discount applied based on Member Rewards) | \$2 each (free if payable to self, or drawn from your Home Equity Line of Credit) |
| Overdraft Transfer | \$3 (discount applied based on Member Rewards) | 4 free per month; then \$3 each (no longer a fee for a transfer from a line of credit as interest will be charged on the line amount advanced until paid). |
| Returned Deposited Item | No fee | \$5 when returned deposited item is from a third party; \$24 when returned deposited item was written off an account owned by you. |
| Single Service Fee | \$5 per month | Fee removed |
| Stop Payment (Check or ACH) | \$20 per item, or multiple items within a range | \$19 per item, or multiple items within a range |
| Temporary Checks | \$2 per sheet (4 checks) | One free sheet (4 checks) per month; then \$2 per sheet (4 checks). |

¹ You may use your ATM/debit card from us at any of our ATMs without incurring a fee. If you use an ATM not owned by us, the non-NEFCU ATM Fee will apply as outlined above. Additionally, you may incur a surcharge fee from any institution for using their ATM. Transactions through the CO-OP Network are surcharge-free. The \$1.50 non-NEFCU ATM fee will be charged if applicable.

Electronic Funds Transfer (EFT) Disclosure Changes – Effective 11/6/23

The following changes are being made to the EFT Disclosure. You can request a copy of the complete EFT Disclosure (which is included in the Member Service Agreement Part 2) by contacting us during business hours or you can download a copy from our website.

- The Online Banking reference will be changed to Digital Banking and includes mobile banking. The disclosures for these services have been grouped together instead of listed separately. No major changes to how the service works.
- ATM Cards will no longer allow point-of-sale (POS) transactions.
- The Audio Response Service reference will be changed to Accountline Telephone Transfer. You can call 800 400-8790 to use the service. Additionally, the option to request a check withdrawal is not available within this service.
- Transfer Limitations – Digital Banking (includes mobile banking): Limits are set at the time you use the service and will be disclosed to you prior to your use of the service. For external transfers, we may not process the transfer until we verify the transaction is not fraudulent.
- Service Limitations – Visa® debit card: You will be able to access up to five (5) savings accounts and five (5) checking accounts per card.

Agreements & Disclosures Changes

Business Notice of Change Items

Important Information about Changes to Our Agreement and Disclosures

As we move to align our account agreement and disclosures used during account opening, we have changes to our Business Member Service Agreement Part 2 (“Agreement”), Business Rate and Fee and Additional Account Disclosures, and Business Electronic Funds Transfer Disclosure (collectively referred to as “Disclosures”). Changes are **effective on November 6, 2023**. Should you have any questions, contact a member service representative by calling 802 371-5162 or toll-free 800 371-5162 Monday, Tuesday, Thursday, and Friday from 8:00 AM to 5:00 PM, or Wednesday 9:00 AM to 5:00 PM.

Business Member Service Agreement Part 2 Changes – Effective 11/6/23

Below is a summary of the key changes to the Agreement with provision referral numbers where you may read each specific provision. You can request a copy of the complete updated Agreement by contacting us during business hours or you can download a copy from our website. Please read and keep a copy of the Agreement so you can refer to it about matters that affect your membership and account, or a service. All other terms and conditions in the Agreement remain in effect.

- For all your accounts and account related services, we will rely exclusively on the terms of the Agreement (Provisions 1.a. and 1.b.).
- When you join our credit union in person, we will always offer you a paper copy of our Agreement and will email a copy to your address (Provision 1f.).
- To be a member of the credit union, you will be assigned a member number and a Membership Share account to hold the par value of your one share in the credit union. The Membership Share account cannot be transacted on and will not receive periodic statements. When membership is terminated, the amount from the Membership Share account will be returned to you if applicable (Provision 3.a.).
- Each business must be a member of the credit union and must fulfill all of the membership requirements, including each owner purchasing and maintaining at least one share in a Membership Share account (Provision 3.a.).
- Courtesy Pay - This service allows you to overdraft a checking account up to a set limit of \$1,500. To be eligible for this service, you must: have a checking account for at least thirty (30) calendar days; be eighteen (18) years of age or older; not be delinquent on any loans or other obligations you have with us where you are a signer or co-signer; and have made an aggregate deposit equal to or greater than the Courtesy Pay limit in the past sixty (60) calendar days. If you qualify for this service, we may pay your overdrafts and charge you a fee as stated in the Business Rate and Fee Disclosure. Courtesy Pay will not be available for in-person or automated teller machine (ATM) withdrawals. It is also not available for transfers or balance inquiries made through the ATM, Accountline Telephone Transfer Services or Digital Banking. If you use this service, we will notify you of the amount paid, including the fee per transaction, and you will have fifteen (15) calendar days to reimburse us for paid checks, items, electronic funds transfers, and fees. Please note that all account types may not be eligible for this service and that we may suspend this privilege at any time without notice to you. (Provision 6.l.2.)
- Cash deposits of Canadian currency will be converted to U.S. dollars at a rate we select for the date of deposit (Provision 7.a.).

- By maintaining the products and services you have with us and allowing us to maintain and manage them for you, you confirm your ongoing consent to the Agreement, your other contracts, as applicable, and any changes and additions we make to them from time to time (Provision 11).
- Late payments, missed payments, or other defaults on your accounts may be reflected in your credit report (Provision 13).

Business Rate and Fee and Additional Account Disclosures Changes

Changes to the Business Rate and Fee Disclosure and Additional Account Disclosures are outlined below. The complete updated Business Rate and Fee and Additional Account Disclosures will be available on November 6, 2023, and you can request a copy by contacting us during business hours or you can download a copy from our website.

Compounding of Dividends

Dividends for Business Savings and Business Special Savings accounts will be compounded and credited monthly instead of quarterly. This change aligns all deposit products to monthly compounding and crediting.

Inactive Accounts

For business savings and business checking accounts, if there has been no activity on the account(s) for 365 consecutive calendar days and the account has a zero balance, the account will be closed.

Certificate Account Features

Early Withdrawal Penalties

The bolded information below is being updated for clarity:

Early Withdrawal Penalty

We may impose a penalty if you withdraw any of the principal of the certificate account before the maturity date.

1) Amount of Penalty. The amount of the early withdrawal penalty is based on the term of the account, as follows: i) For accounts with terms of one (1) year or less, the penalty is equal to 90 days' dividends on the amount withdrawn; or ii) For accounts with terms of more than one (1) year, the penalty is equal to 180 days' dividends on the amount withdrawn.

2) How the Penalty Works. The penalty applies irrespective of whether the dividends have already been earned or not. If accrued dividends are insufficient to pay the penalty, **or earned dividends have previously been withdrawn, the penalty** will be deducted from principal.

Fee Changes – Effective 11/6/23

Changes to the Business Rate and Fee Disclosure are outlined below. The complete updated Business Rate and Fee Disclosure will be available on November 6, 2023, and you can request a copy by contacting us during business hours or you can download a copy from our website.

| <u>Name</u> | <u>Current Fee</u> | <u>New Fee</u> |
|---|-------------------------------|---|
| Account Reconciliation/Research | \$25 per hour | \$35 per hour |
| Closed Membership | \$20 if closed within 90 days | Fee removed |
| Debit Card Replacement – (Expedited) | \$40 per card | \$15 per card |
| Debit Card Replacement – (Standard) | \$10 per card | \$5 per card; 1 free per account per year |
| Debit Card Termination | \$5 per member's request | Fee removed |
| Failed ACH Payment | \$20 each | Fee removed |
| Foreign Check Collection | No fee | \$35 each |
| Legal Processing (writ, levy, etc.) | \$50 each | Fee removed |
| Money Orders | \$5 each | Money orders will no longer be offered; official checks will be the only checks offered for purchase. |

| | | |
|--|---|--|
| Non-NEFCU ATM Fee (withdrawals at ATMs not owned by us) ¹ | No fee | 4 free per month; then \$1.50 for each non-NEFCU ATM transaction (withdrawals and transfers). <i>See footnote below.</i> |
| Official Check/Money Order Replacement | \$20 each | Fee removed |
| Official Checks (Cashier's Check) | \$5 each | \$2 each (free if payable to business name on account with us) |
| Overdraft Transfer | \$3 each | 4 free per month; then \$3 each |
| Returned Deposited Item | No fee | \$5 when returned deposited item is from a third party; \$24 when returned deposited item was written off an account owned by you. |
| Stale Dated Returned Check Fee | \$5 per item | Fee removed |
| Stop Payment (Check or ACH) | \$20 per item, or multiple items within a range | \$19 per item, or multiple items within a range |
| Temporary Checks | \$2 per sheet (4 checks) | One free sheet (4 checks) per month; then \$2 per sheet (4 checks). |

¹ You may use your ATM/debit card from us at any of our ATMs without incurring a fee. If you use an ATM not owned by us, the non-NEFCU ATM Fee will apply as outlined above. Additionally, you may incur a surcharge fee from any institution for using their ATM. Transactions through the CO-OP Network are surcharge-free. The \$1.50 non-NEFCU ATM fee will be charged if applicable.

Electronic Funds Transfer (EFT) Disclosure Changes – Effective 11/6/23

Changes to the Business EFT Disclosure are outlined below. You can request a copy of the complete updated Business EFT Disclosure (which is included in the Business Member Service Agreement Part 2) by contacting us during business hours or you can download a copy from our website.

- The Online Banking reference will be changed to Digital Banking and includes mobile banking. The disclosures for these services have been grouped together instead of listed separately. No major changes to how the service works.
- The Audio Response Service reference will be changed to Accountline Telephone Transfer. Enrollment in this service is only available for businesses opened using a personal taxpayer identification number. Additionally, the option to request a check withdrawal is not available within this service. You can call 800 400-8790 to use the service.
- Transfer Limitations – Digital Banking (includes mobile banking): Limits are set at the time you use the service and will be disclosed to you prior to your use of the service. For external transfers, we may not process the transfer until we verify the transaction is not fraudulent.
- Service Limitations – Visa® debit card: You will be able to access up to five (5) savings accounts and five (5) checking accounts per card.



VSECU

A division of NEFCU

One Bailey Avenue
Montpelier, VT 05602
800/802 371-5162
www.vsecu.com

This credit union is federally insured by NCUA.