

EFT | ACH Disclosure

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The following is an official disclosure statement required by law (Electronic Transfer Act) to be given to members who may have electronic fund transfer transactions affecting their account. Please read and retain this copy with your Credit Union Records

1. Liability of Consumer: Tell us AT ONCE if you believe your Visa Debit Card ("Card") has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your Card, you can lose no more than \$50 if someone used your Card without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your Card, and we can prove we could have stopped someone from using your Card without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transfers that you did not make, including those made by your card, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 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.

2. Contact in the event of unauthorized Transfer: If you believe your Card has been lost or stolen, call (800) 336.0284 during regular business hours or call (800) 682.6075 after regular business hours, or write to us at: Signature Federal Credit Union, PO Box 148, Alexandria, VA 22313-0148.

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

3. Business Days: For the purposes of these disclosures, our business days are Monday through Friday. We are closed on all Federal holidays.

4. Types of Transfers and Limitations:

- a. Account Access:** you may use your Card to (some services may not be available at all terminals)
- i. Withdraw cash from your savings and checking accounts.
 - ii. Make deposits to your savings and checking accounts.
 - iii. Transfer money between your savings and checking accounts whenever you request.
 - iv. Pay for services or purchases at places that accept the Card.
 - v. Pay bills directly from your checking or savings account in the amounts and on the days you request.
 - vi. Conduct telephonic transfers, online banking, and mobile banking transactions.
 - vii. Conduct ACH transactions such as authorizing a third party

to initiate electronic fund transfers between your account and the third party's account. These transfers to make or receive payment may be one-time or recurring as directed by you. These transfers may use the Automated Clearing House (ACH) or other payment networks. Your authorization to the third party to make these transfers can occur in a number of ways. In all these cases, these transfers will require you to provide to the third party your account number and credit union information which can be found on your check or a deposit slip. You should only provide your credit union and account information (whether over the phone, the Internet or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. External transfer accounts in the Online Branch and SFCU Mobile Banking App must be in the same owner(s) name(s), social security numbers as the account holder(s) on the account with Signature Federal Credit Union. Examples of these funds include, but are not limited to:

1. Preauthorized Credits: You may make arrangements for certain direct deposits to be accepted into your checking or primary share savings account(s).
2. Preauthorized Payments: You may make arrangements to pay certain recurring bills from your checking or primary share savings account(s).

b. Electronic Check Conversion: you may authorize a merchant or other payee to make a one-time electronic payment from your checking account using the information from your check to pay for purchases or pay bills.

c. Electronic returned check or draft charge: You may authorize a merchant or other payee to initiate an electronic funds transfer to collect a charge in the event a check or draft is returned for insufficient funds.

d. Limitations on Daily Dollar Amounts of Transfers

- i. You may withdraw up to \$510 from ATM machines when you use your Card.
- ii. You may purchase up to \$5,000 or the balance in your account (whichever is less) of goods or services each time you use your Card during point of sale transactions.

5. Availability and Notice for Entries: In the case of credit entries subject to Article 4A of the Uniform Commercial Code, Signature FCU hereby provides notice that such entries may be transmitted through the Automated Clearing House (ACH) Network pursuant to the ACH Rules governed by the National Automated Clearing House Association (NACHA). Your rights and obligations concerning these entries shall be governed by/and construed in accordance with the laws of the Commonwealth of Virginia. Credit provided by Signature FCU as the Receiving Depository Financial Institution (RDFI) to you for these entries is provisional until we have received final settlement through a Federal Reserve Bank. If we do not receive such payment for the entry, we are entitled to a



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refund from you in the amount of the credit to your account, and the payor of the entry will not be considered to have paid the amount of the credit to you. Signature FCU has not agreed to provide you with notice if we have received a credit entry subject to Article 4A of the Un form Commercial Code.

- 6. Confidentiality:** We will disclose information to third parties about your account or the transfers you make:
- Where it is necessary for completing the transfer, or
 - In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or
 - In order to comply with government agency or court orders, or
 - If you give us your written permission.
- 7. Documentation:**
- Preauthorized Transfers:** If you have arranged to have preauthorized electronic funds transfers made to your account at least once every 60 days, you can call us at (800) 336.0284 to find out whether or not the deposit has been made.
 - Periodic Statements:** You will get a monthly statement from us unless there are no transfers in a particular month. In any case you will get the statement at least quarterly.
- 8. Preauthorized Payments:** If you have told us in advance to make regular payments out of your account, you can stop any of these payments by doing the following:
- Call us at (800) 336.0284 or write to us at PO Box 148, Alexandria, VA 22313-0148 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 you \$20.00 for each stop-payment order you give.
 - If you order us to stop one of these payments 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.
- 9. Financial Institution's Liability:** 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 the transfer would go over the credit limitation on your overdraft line,
 - If the automated teller machine where you are making the transfer does not have enough cash,
 - If the 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) prevent the transfer, despite reasonable precautions that we have taken,
 - There may be other exceptions in our agreement with you.

10. ATM Fees: Fees may be charged 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 fund transfer.

11. Error Resolution: In case of errors about your electronic transfers, telephone us at (800) 336.0284 or write to us at PO Box 148, Alexandria, VA 22313-0148, or email us at cumail@Signaturefcu.org 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 60 days after we sent the FIRST statement on which the problem or error appeared.

Tell us your name and account number.

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.

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 10 business days.

We will determine whether an error occurred within 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 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 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 10 business days, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing 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 have used in our investigation.

