

# Electronic Funds Transfer Agreement and Disclosure

Riverside Federal Credit Union

**THIS ELECTRONIC FUNDS TRANSFER AGREEMENT IS THE CONTRACT WHICH COVERS YOUR AND OUR RIGHTS AND RESPONSIBILITIES CONCERNING THE ELECTRONIC FUNDS TRANSFER (“EFT”) SERVICES OFFERED TO YOU BY RIVERSIDE FEDERAL CREDIT UNION (“CREDIT UNION”). IN THIS AGREEMENT, THE WORDS “YOU” AND “YOURS” MEAN THOSE WHO SIGN THE APPLICATION OR ACCOUNT CARD AS APPLICANTS, JOINT OWNERS, OR ANY AUTHORIZED USERS. THE WORDS “WE,” “US,” AND “OUR” MEAN THE CREDIT UNION. THE WORD “ACCOUNT” MEANS ANY ONE OR MORE SAVINGS AND CHECKING ACCOUNTS YOU HAVE WITH THE CREDIT UNION. ELECTRONIC FUNDS TRANSFERS ARE ELECTRONICALLY INITIATED TRANSFERS OF MONEY FROM YOUR ACCOUNT THROUGH THE ELECTRONIC FUNDS TRANSFER SERVICES DESCRIBED BELOW. BY SIGNING AN APPLICATION OR ACCOUNT CARD FOR EFT SERVICES, SIGNING YOUR CARD, OR USING ANY SERVICE, EACH OF YOU, JOINTLY AND SEVERALLY, AGREE TO THE TERMS AND CONDITIONS IN THIS AGREEMENT AND ANY AMENDMENTS FOR THE EFT SERVICES OFFERED.**

## 1. EFT SERVICES

If approved, you may conduct any one or more of the EFT services offered by the Credit Union.

### A. VISA DEBIT CARD

You may use your Card to purchase goods and services from participating merchants. You agree that you will not use your Card for any transaction that is illegal under applicable federal, state, or local law. Funds to cover your Card purchases will be deducted from your checking account. If the balance in your account is not sufficient to pay the transaction amount, the credit union will pay the amount and treat the transaction as a request to transfer funds from other deposit accounts, approved overdraft protection accounts or loan accounts that you have established with the Credit Union. If you initiate a transaction that overdraws your Account, you agree to make immediate payment of any overdrafts together with any service charges to the Credit Union. In the event of repeated overdrafts, the Credit Union may terminate all services under this Agreement. You may use your Card and PIN (Personal Identification Number) in automated teller machines of the Credit Union, Allpoint Network, and such other machines or facilities as the Credit Union may designate.

At the present time, you may also use your Card to:

- Make deposits to your checking account.
- Withdraw funds from your checking accounts.
- Obtain balance information for your checking accounts.
- Make POS (Point-of-Sale) transactions with your Card and PIN (Personal Identification Number) to purchase goods or services at merchants that accept VISA.
- Order goods or services by mail or telephone from places that accept VISA.

The following limitations on the frequency and amount of ATM & Debit Card transactions may apply:

- There is no limit on the number of Visa Debit Card purchases you may make each day.
- Purchase amounts are limited to the available balance in your account, up to \$1500.00 per day.
- There is no limit to the number of cash withdrawals you may make in any one day from an ATM machine.
- However you may withdraw up to a maximum of \$400.00 in any one day from an ATM machine, if there are sufficient funds in your account.
- There is no limit to the number of POS transactions you per day.
- You may purchase up to a maximum of \$1500.00 from POS terminals per day, if there are sufficient funds in your account.
- There is a combined \$1500.00 daily maximum.

See Section 2 for transfer limitations that may apply to these transactions.

### B. AUDIO RESPONSE

If we approve the audio response access service for your accounts, a separate passcode will be assigned to you. You must use your passcode along with your account number to access your accounts. At the present time you may use the audio response access service to:

- Transfer funds from your savings and checking accounts.

## RIVERSIDE FEDERAL CREDIT UNION - ELECTRONIC FUNDS TRANSFER AGREEMENT AND DISCLOSURE

- Obtain balance information for your savings and checking 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 audio response service via a touch tone telephone only by dialing 1-800-491-0256. Service will be available for your convenience twenty-four (24) hours per day. This service may be interrupted for a short time each day for data processing.

See Section 2 for transfer limitations that may apply to these transactions.

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 required reserve on the account. All checks are payable to you as a primary member and will be mailed to your address of record. The Credit Union may set other limits on the amount of any transaction, and you will be notified of those limits. The Credit Union may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction, and there may be limits on the duration of each telephone call.

### C. PREAUTHORIZED EFTS

- DIRECT DEPOSIT.* Upon instruction of your employer or the Treasury Department or other financial institutions, the Credit Union will accept direct deposits of your paycheck or of federal recurring payments, such as Social Security, to your checking or savings account.
- PREAUTHORIZED DEBITS.* Upon instruction, we will pay certain recurring transactions from your account.
- SHARE DRAFT ACCOUNT.* Unlimited debits.
- SHARE ACCOUNT.* Maximum four (4) debits per month.

See Section 2 for transfer limitations that may apply to these transactions.

### D. 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.

### E. NETBRANCH

If we approve NetBranch for your accounts, a temporary password will be assigned to you. You must use your password along with your account number to access your accounts. (You may change your password at anytime.) At the present time, you may use NetBranch to:

- Transfer funds from your savings and checking accounts.
- Obtain balance information for your savings, checking, IRA, loan and credit card accounts.
- Make loan payments from your savings and checking accounts.

Your accounts can be accessed under the NetBranch via personal computer. NetBranch will be available for your convenience twenty-four (24) hours per day. This service may be interrupted for a short time each day for data processing. We reserve 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 required reserve on the account. We may set other limits on the amount of any transaction, and you will be notified of those limits. We may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction, and there may be limits on the duration of each access.

See Section 2 for transfer limitations that may apply to these transactions.

**F. BILL PAYMENT**

We will process bill payment transfer requests only to those creditors the Credit Union has designated in the User Instructions, such creditors as you authorize, and for whom the Credit Union has the proper vendor code number. We will not process any bill payment transfer if the required transaction information is incomplete. We will withdraw the designated funds from your share draft account for the bill payment transfer by the designated cut-off time on the date you schedule for payment. We will process your bill payment transfer within a designated number of days before the date you are scheduled for payment. You must allow sufficient time for vendors to process your payment after they received a transfer from us. Please leave as much time as though you were sending your payment by mail. We cannot guarantee the time that any payment will be credited to your account by the vendor.

**2. TRANSFER LIMITATIONS**

For all savings accounts, no more than six (6) preauthorized, automatic, or telephone transfers and withdrawals may be made from these accounts to another account of yours or to a third party in any month, and no more than three (3) of these six (6) may be made by check, draft, or access card to a third party. If you exceed these limitations, your account may be subject to a fee or be closed.

**3. CONDITIONS OF EFT SERVICES**

**A. OWNERSHIP OF CARDS**

Any Card or other device which we supply to you is our property and must be returned to us, or to any person whom we authorize to act as our agent, or to any person who is authorized to honor the Card, immediately according to instructions OR upon instruction, you must immediately destroy all Cards from future use. The Card may be repossessed at any time at our sole discretion without demand or notice. You cannot transfer your Card or account to another person.

**B. HONORING THE CARD**

Neither we nor merchants authorized to honor the Card will be responsible for the failure or refusal to honor the Card or any other device we supply to you. If a merchant agrees to give you a refund or adjustment, you agree to accept a credit to your account in lieu of a cash refund.

**C. FOREIGN TRANSACTIONS**

VISA Purchases and cash withdrawals made in foreign countries and foreign currencies will be debited from your account in U.S. dollars. The conversion rate to dollars will be determined in accordance with the operating regulations established by VISA International. Currently the currency conversion rate used to determine the transaction amount in U.S. dollars is generally either a government-mandated rate or the wholesale rate in effect the day before the transaction processing date, increased by one percentage point (1%). The currency conversion rate used on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date.

**D. SECURITY OF PIN (PERSONAL IDENTIFICATION NUMBER)**

You may use a PIN code with your electronic funds transfers. The PIN issued to you is for your security purposes. Any PIN issued to you is confidential and should not be disclosed to third parties or recorded on or with the Card. You are responsible for safekeeping your PIN. You agree not to disclose or otherwise make your PIN available to anyone not authorized to sign on your accounts. If you authorize anyone to use your PIN, that authority shall continue until you specifically revoke such authority by notifying the Credit Union. You understand that any joint owner you authorize to use a PIN may withdraw or transfer funds from any of your accounts. If you fail to maintain the security of the PIN and the Credit Union suffers a loss, we may terminate your EFT services immediately.

**E. JOINT ACCOUNTS**

If any of your accounts accessed under this Agreement are joint accounts, all joint owners, including any authorized users, shall be bound by this Agreement and, alone and together, shall be responsible for all EFT transactions to or from any savings, checking or loan accounts as provided in this Agreement. Each joint account owner, without the consent of any other account owner, may, and hereby is authorized by every other joint account owner to, make any transaction permitted under this Agreement. Each joint account owner is authorized to act for the other account owners, and the Credit Union may accept orders and instructions regarding any EFT transaction on any account from any joint account owner.

#### **4. FEES AND CHARGES**

There are certain fees and charges for electronic funds transfer services. From time to time, the charges may be changed. We will notify you as required by applicable law.

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. Refer to the Fee Schedule for any charges you may be liable for.

#### **5. 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 PIN (Personal Identification Number), you are responsible for any transactions they authorize or conduct on any of your accounts.

Tell us AT ONCE if you believe your card has been lost or stolen or if you believe someone has used your Card or PIN or otherwise accessed your accounts without your authority. 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 a transaction was made with your Card or Card number without your permission, and was either a VISA or Interlink transaction, you will have no liability for the transaction, unless you were grossly negligent in the handling of your account or card. For all other EFT transactions, including ATM transactions or if you were grossly negligent in the handling of your account or card, your liability for an unauthorized transaction is determined as follows:

- If you tell us within two (2) business days you can lose no more than \$50 if someone used your Card 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 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 \$500.00.

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 or emailed 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 you believe your Card has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call us immediate at 716-875-1747 or 1-800-554-8969.

#### **6. RIGHT TO RECEIVE DOCUMENTATION**

##### **A. ACCOUNT STATEMENTS**

Transfers and withdrawals made through any ATM or POS terminal, Debit Card transactions, Audio Response transactions or preauthorized EFTs will be recorded on your account 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. If you choose to enroll in paperless statements (e-statements), you will no longer receive a paper statement in the mail and will instead receive a electronic statement via email monthly.

##### **B. TERMINAL RECEIPT**

If you choose to, you will get a receipt at the time you make any transaction (except inquiries) involving your account using an ATM, POS terminal, or Debit Card transaction with a participating merchant.

##### **C. DIRECT DEPOSIT**

If you have arranged to have a direct deposit made to your account at least once every sixty (60) days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by calling 716-875-1747 or the Audio Response line at 1-800-491-0256. This does not apply to transactions occurring outside the United States.

#### **7. ACCOUNT INFORMATION DISCLOSURE**

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

- As necessary to complete transfers.

- To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant.
- To comply with government agency or court orders.
- If you give us your written permission.

## 8. BUSINESS DAYS

Our business days are Monday through Friday, excluding holidays.

## 9. CREDIT UNION LIABILITY AND PREAUTHORIZED PAYMENTS

### A. CREDIT UNION 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 may be liable for your losses or damages. However, we will not be liable for direct or consequential damages in the following events:

- If, through no fault of ours, there is not enough money in your accounts to complete the transaction, if any funds in your accounts necessary to complete the transaction are held as uncollected funds pursuant to our Funds Availability Policy, or if the transaction involves a loan request exceeding your credit limit.
- If you used your Card or access code in an incorrect manner.
- If the ATM where you are making the transfer does not have enough cash.
- If the ATM was not working properly and you knew about the problem when you started the transaction.
- If circumstances beyond our control (such as fire, flood, or power failure) prevent the transaction.
- If the money in your account is subject to legal process or other claim.
- If funds in your account are pledged as collateral or frozen because of a delinquent loan.
- If the error was caused by a system of any participating ATM network.
- If the electronic transfer is not completed as a result of your willful or negligent use of your Card, PIN, or any EFT facility for making such transfers.
- If the telephone or computer equipment you use to conduct audio response or electronic/PC transactions is not working properly and you know or should have known about the breakdown when you started the transaction.
- If you have bill payment services, we can only confirm the amount, the participating merchant, and date of the bill payment transfer made by the Credit Union. For any other error or question you have involving the billing statement of the participating merchant, you must contact the merchant directly. We are not responsible for investigating such errors.
- Any other exceptions as established by the Credit Union.

### B. PREAUTHORIZED PAYMENTS

- STOP PAYMENT RIGHTS.* If you have arranged in advance to make regular electronic fund transfers out of your account(s) for money you owe others, you may stop payment of preauthorized transfers from your account. You must notify us orally or in writing at any time up to three (3) business days before the scheduled date of the transfer. We may require written confirmation of the stop payment order to be made within fourteen (14) days of any oral notification. If we do not receive the written confirmation, the oral stop payment order shall cease to be binding fourteen (14) days after it has been made.
- NOTICE OF VARYING AMOUNTS.* If these regular payments may vary in amount, the person you are going to pay is required to 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.
- LIABILITY FOR FAILURE TO STOP PAYMENT OF PREAUTHORIZED TRANSFERS.* If you order us to stop payment of a preauthorized transfer 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.

## 10. NOTICES

All notices from us will be effective when we have mailed them or delivered them to your last known address in the Credit Union's records. Notices from you will be effective when received by the Credit Union at the address specified in this Agreement. We reserve the right to change the terms and conditions upon which this service is offered. We will mail notice to you at least twenty-one (21) days before the effective date of any change. Use of this service is subject to existing regulations governing the Credit Union account and any future changes to those regulations.

The following information is a list of safety precautions regarding the use of Automated Teller Machines (ATM) and Night Deposit Facilities.

- Be aware of your surroundings, particularly at night.
- Consider having someone accompany you when the ATM or night deposit facility is used after dark.
- If another person is uncomfortably close to you at the time of your transaction, ask the person to step back before you complete your transaction.
- Refrain from displaying your cash at the ATM or night deposit facility. As soon as your transaction is completed, place your money in your purse or wallet. Count the cash later in the safety of your car or home.
- If you notice anything suspicious at the ATM or night deposit facility, consider using another ATM or night deposit facility or coming back later. If you are in the middle of a transaction and you notice something suspicious, cancel the transaction, take your Card or deposit envelope, and leave.
- If you are followed after making a transaction, go to the nearest public area where people are located.
- Do not write your personal identification number or code on your ATM Card.
- Report all crimes to law enforcement officials immediately.

## 11. ERROR RESOLUTION

In case of errors or questions about electronic funds transfers from your savings and checking accounts, telephone us at 1-800-491-0256 or 716-875-1747 or send us a written notice to Riverside Federal Credit Union at 245 Vulcan Street, Buffalo, NY 14207 as soon as you can. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem appears. Please be prepared with:

- Your name and account number.
- The electronic transfer you are unsure about, and explain as clearly as you can why you believe the Credit Union has made an error or why you need more information.
- 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 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 credit 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 credit your account.

We will tell you the results within three (3) business days of 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 used in our investigation.

\* If you give notice of an error within thirty (30) days after you make the first deposit to your account, notice of an error involving a point of sale transaction, or notice of an error involving a transaction initiated outside the U.S. its possessions and territories, we will have ninety (90) days instead of forty-five (45) days to investigate.

NOTE: If the error you assert is an unauthorized VISA transaction, other than a cash disbursement at an ATM, we will credit your account within five (5) business days unless we determine that the circumstances or your account history warrant a delay, in which case you will receive credit within ten (10) business days.

## 12. TERMINATION OF EFT SERVICES

You may terminate this Agreement or any EFT service under this Agreement at any time by notifying us in writing and stopping your use of your Card and PIN. You must destroy all Cards from future use. You also agree to notify any participating merchants that authority to make bill payment transfers has been revoked. We may also terminate this Agreement at any time by notifying you orally or in writing. If we terminate this Agreement, we may notify any participating merchants making preauthorized debits or credits to any of your accounts that this Agreement has been terminated and that we will not accept any further preauthorized transaction instructions. We may also program our computer not to accept your Card or PIN (Personal Identification Number) for any EFT service. Whether you or the Credit Union terminates this Agreement, the termination shall not affect your obligations under this Agreement for any EFTs made prior to termination.

**13. GOVERNING LAW**

This Agreement is governed by the Bylaws of the Credit Union, federal laws and regulations, the laws and regulations of the state of New York and local clearinghouse rules, as amended from time to time. Any disputes regarding this Agreement shall be subject to the jurisdiction of the court of the county in which the Credit Union is located.

**14. ENFORCEMENT AND LEGAL ACTION**

You are liable to us for any loss, cost or expenses we incur resulting from your failure to follow this Agreement. You authorize us to deduct any such loss, costs or expenses from your account without prior notice to you. If we bring a legal action to collect any amount due under or to enforce this Agreement, we shall be entitled, subject to applicable law, to payment of reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post-judgement collection actions.

