



University Federal Credit Union
PO BOX 9350, Austin, Texas 78766-9350
(512) 467-8080 or (800) 252-8311

ELECTRONIC FUNDS TRANSFER AGREEMENT and DISCLOSURE - REG E

This Electronic Funds Transfer Agreement and Disclosure ("EFT Agreement") is the contract which governs the rights and responsibilities of both parties regarding electronic funds transfer services offered by us. "Account" means any one or more of your savings, money market, line-of-credit, loan and checking account(s) you have with us. "ATM" means Automated Teller Machine. "Electronic funds transfers" or "EFT" are electronically-initiated transfers of money from or to your account through the various services described below. By signing a Membership and Account Application and Account Card which authorizes EFT services, or by accessing any service, you agree to the terms and conditions in this EFT Agreement, any amendments thereto, and any other agreements which may govern your accounts. We may refuse any transaction that would draw upon insufficient funds, lower an account below any required minimum balance, exceed a credit limit, or otherwise require us to increase our required reserve on an account.

Suspension of digital services and access to share or deposit accounts. Subject to applicable law, we may suspend some or all digital services and access to your checking or other account(s) if you become delinquent on any of your loan or deposit obligations to us, cause significant disruption to Credit Union operations or another member's ability to conduct business with us, or you cause a loss to the Credit Union. We shall not be liable to you in any regard in connection with such suspension of services.

TYPES OF ELECTRONIC FUND TRANSFER SERVICES. If approved, the following describes the services that are available, and the limitations that may apply:

1. **ATM Card.** You may use your ATM card and Personal Identification Number (PIN) to:

- Withdraw funds from your savings, checking, money market, and line-of-credit accounts.
- Make deposits to your savings, checking, and money market accounts.
- Transfer funds between your savings, checking, and money market accounts.
- Obtain balance information on your savings, checking, money market, and loan accounts.
- Make loan payments from your savings, checking, and money market accounts.
- Take an advance from your line-of-credit account.

Limitations. The following limitations will apply to your ATM Card:

Sufficient funds must be available to make any withdrawal. The total maximum dollar amount of cash withdrawals (money market, savings, line-of-credit, and checking combined for each category) per day is:

- Teen Checking account holders: \$500.00
- Free Checking, and Plus Checking account holders: \$2,000.00
- Ability account holders: \$1,000.00

2. **Visa® Debit Card*.** You may use your Visa Debit Card and PIN to perform all of the functions listed above in the ATM Card Access section. Additionally, you may also:

- Make Point of Sale (POS) transactions to purchase goods or services at POS terminals bearing the Visa logo.
- Pay for purchases at places that have agreed to accept the Visa Debit Card.
- Order goods or services by mail, telephone, mobile application or via the Internet from places that accept the Visa Debit Card.
- Pay bills or make other transactions on non-Visa networks (for example: STAR® and ACCEL®) without a PIN.**

Some ATM or Debit Card services may not be available at all terminals. The amount of purchases and/or cash obtained (if permitted) will be deducted from your checking account. Advances from your line-of-credit account are loans that must be repaid by you, and are governed by your line-of-credit agreement.

*VISA® is a trademark of Visa International Service Association and is used under license.

**Non-Visa PIN-less transactions will not be processed as Visa transactions and therefore will not include Visa's zero liability or chargeback and dispute resolution benefits. Additionally, provisions of this EFT Agreement relating only to Visa transactions are not applicable to non-Visa and PIN-less debit transactions.

Limitations. The following limitations will apply to your Visa Debit Card:

Teen Checking _____ account holders:

- Maximum Daily amount of cash withdrawals (money market, savings, line-of-credit, and checking combined) of \$500.00 _____.
- POS withdrawals from the checking account are subject to a maximum daily amount of \$2,000.00 _____ provided you have sufficient funds.

Plus Checking _____ account holders:

- The total maximum dollar amount of cash withdrawals (money market, savings, line-of-credit, and checking combined for each category) per day is \$2,000.00.
- POS withdrawals from the checking account are subject to a maximum daily amount of \$7,500.00. Provided you have sufficient funds.

Free Checking account holders:

- The total maximum dollar amount of cash withdrawals (money market, savings, line-of-credit, and checking combined for each category) per day is \$2,000.00.
- POS withdrawals from the checking account are subject to a maximum daily amount of \$3,000.00. Provided you have sufficient funds.

Simply U account holders:

- The total maximum dollar amount of cash withdrawals (money market, savings, line-of-credit, and checking combined for each category) per day is \$1,000.00.
- POS withdrawals from the checking account are subject to a maximum daily amount of \$2,000.00. Provided you have sufficient funds.

For security reasons, there are other limitations to frequency and number of transfers you may make at ATMs. Your available account balance may be reduced for preauthorizations for 3 business days or until the transaction clears. You are not allowed to make deposits at an ATM that UFCU does not operate or own. Additional limitations may apply.

3. Electronic Check Conversion & Electronic Returned Check Fees. If you pay for something with a check, you may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to: (1) pay for purchases or (2) pay your bills. When your check is used to initiate an EFT in this way, you authorize the funds to be debited from your account as soon as the same day, and your check may not be returned to you. You also authorize a one-time EFT to pay a Returned Check/EFT fee or Non Sufficient Funds fee if you have insufficient funds.

4. Preauthorized EFTs. You may authorize periodic or recurring automatic payments from, and deposits into, your designated account(s). Examples of such transfers include: direct deposit of your paycheck or Social Security check into your designated Credit Union account; automatic payment(s) from your designated Credit Union account to third parties; and automatic payment from your designated Credit Union account for loan payments or other amounts you owe us.

The frequency and amounts of these preauthorized transfers will be subject to and in accordance with the authorization that you sign, and any separate agreement you have with the originator of the transfer. Additional limitations may apply.

5. Smart Teller or Telephone Banking. You may access your accounts via our touch-tone telephone system. You may use telephone access to:

- Transfer funds between your savings, checking, and money market accounts;
- Obtain balance, account activity, and other information on your savings, checking, and money market accounts;
- Make loan or credit card payments from your savings, checking, and money market accounts;

The telephone access service is available twenty-four (24) hours a day, but may be inaccessible for a short period each day for data processing.

Limitations. Additional limitations may apply.

6. Internet Banking Transactions. We offer a "Home Banking" service that you may access from a personal computer, mobile phone, or other electronic device that has Internet access. You will need your assigned password and member number or user name to access your accounts, when you log on. You may use this service for the following:

- Make transfers between your savings, checking, money market, and line-of-credit accounts;
- Obtain balance information on your savings, checking, money market, and loan accounts;
- Make payments on your Credit Union loans from your savings and checking accounts;
- Access internet Bill Pay services to make payments to various creditors;
- Verify whether a check or other item has cleared your account;
- Obtain information on dividends paid on loan accounts;
- Make transfers to other University Federal Credit Union account holders;
- Make transfers into accounts you hold at other financial institutions and/or;
- Access or utilize other services that we may make available to you from time to time.

Our Home Banking service will be available to you twenty-four (24) hours a day, but may be interrupted for a short period of time each day for data processing or maintenance. Security protocols, such as electronic lock-out and/or limits on the duration of access, are utilized if there are numerous unsuccessful attempts to enter a transaction.

Other EFT Disclosures contained in this document apply to Home Banking services as well. You will also be required to comply with instructions and agreements provided on-line when you log onto the Home Banking service. Additional limitations may apply.

7. Online Bill Payment Services. Through our online Home Banking service, we offer Bill Pay services so that you may pay your bills to third-party creditors and payees electronically. You must agree to the Digital Bill Payment Services Agreement included on the Bill Pay services website, which is incorporated by reference herein. You may also be required to comply with other instructions, additional policies and agreements provided on-line when you log onto the Bill Pay service.

8. Mobile Banking Services. Through our online Home Banking service, we offer mobile banking services. You must agree to the online mobile banking service agreement included in this EFT Agreement as well as to the terms and conditions contained on the Home Banking services website when you enroll in mobile banking, which are hereby incorporated by reference herein. You may also be required to comply with other instructions and agreements provided online when you log onto the mobile banking service.

FEES. There are certain fees and charges for using EFT services. For a current list of the types and amounts of these fees, please see your Fee Schedule that was provided to you, and is available at www.ufcu.org. ATM Fees: Additionally, when you use an ATM not owned by us, you may be charged a fee 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. The amount of this fee will be disclosed to you by the owner of the ATM.

USE OF EFT CARDS AND SERVICES.

Ownership: any card or other access device that we provide you remains our property and upon request, our agent, or to any person who is authorized to honor the card according to our instructions. We may repossess the card at any time in our sole discretion without demand or notice to you. You cannot transfer the card, access code, or account to another person. **YOU WILL BE LIABLE FOR ANY TRANSFERS MADE BY ANYONE TO WHOM YOU GIVE YOUR CARD OR ACCESS CODES.**

Honoring the Card(s); Refunds: Neither we nor the merchants authorized to honor the card will be liable for failure or refusal to honor your card, access device, or code. If a merchant agrees to provide a refund or adjustment to you, you agree to accept a credit to your account instead of a cash refund. In the event you fail to do so, depending on the type of transaction, either your account will not be credited with the refund amount, or you will remain liable to us for the refunded amount.

Illegal Transactions: You must not use your card to make any illegal transaction as determined by applicable law. We may decline any transaction that we believe to be illegal, including but not limited to any transaction involving or relating to any gambling activity. We will have no liability or responsibility for any such use or for declining any such transaction. You further agree to indemnify and hold us harmless from any suits, liability, damages or adverse action of any kind that results directly or indirectly from such illegal use.

Foreign Transactions; Currency Conversion: Purchases and cash advances made in foreign currencies will be debited from your account in U.S. dollars. The conversion rate in dollars will be (1) a rate selected by Visa International from a range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives; or (2) the government-mandated rate in effect for the applicable central processing date in each instance. All transactions processed outside of the United States (which may include internet transactions) will be charged an International Transaction Fee in the amount disclosed on your Fee Schedule which is available at www.ufcu.org, even if you are located in the United States.

Security of Card and Access Codes. The access codes issued to you are for security purposes, any codes issued to you are confidential and should not be disclosed to anyone else or recorded on or with the card. You agree to safeguard the codes and agree not to disclose or otherwise make available your cards or codes to anyone not authorized to sign on your accounts. If you authorize someone to use your access codes, that authority shall remain in place until you specifically revoke that authority by notifying the Credit Union.

Joint Accounts. If any of your accounts accessed under this EFT Agreement are joint accounts, all joint owners including any authorized users, shall be bound by the terms and conditions of this EFT Agreement. You understand and agree that any joint owner you authorize to use an access code may withdraw or transfer funds from any one of your accounts without your prior notice or permission, and we will not be liable to you in any way. Each of you shall jointly and severally be responsible for any and all transactions under this EFT Agreement regardless of which owner accessed the accounts or used the services. Each joint account holder is authorized to act for the others, and we may accept orders and instructions regarding any transaction on any account from any owner. We can refuse to follow conflicting instructions.

Reversal of Transactions. You may not reverse any transaction when using your card to pay for goods or services by transferring funds through a terminal.

No Right to Stop-Payment for Terminal Transactions. Transfers made by terminal may be executed immediately. This means that a cash withdrawal or other debit transaction is immediately deducted from your account; there is no "float" time and therefore there is no effective way of stopping the transaction.

LIABILITY FOR UNAUTHORIZED USE. Tell us AT ONCE if you believe your ATM or Debit Card or any of your access codes have 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.

For cards with the Visa logo, and PIN-less debit card transactions over Visa Networks (and the access codes associated with those cards): You will not be liable for any amount unless we can prove that you were negligent in the handling of your card. For example, if you write your PIN on your Card or otherwise keep the PIN with the Card, you may be negligent.

Under no circumstance, however, will you be liable for more than \$50 if you tell us within 2 business days after you learn of the loss or theft of your card or access code and someone used your card or access code without your permission. If you do NOT tell us within 2 business days after you learn of the loss or theft of your card or access code, and we can prove we could have stopped someone from using your card or access code without your permission if you had told us, you could lose as much as \$500.

You should always save your terminal receipts, keep a record of your transactions, and reconcile your receipts with your periodic statements. **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 60 days after the statement was provided 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 may extend the time periods.

You are liable for all transfers or purchases made via your card(s), access code(s) or passwords that you authorize or allow. If you give your card, access code, or password to someone else, you are responsible for all transfers or purchases that that person makes with your card or via the service that he or she accesses, even if that person uses the card or code in a way that you did not anticipate or intend. You may revoke your permission for the other person to use your card by notifying us in writing, and allowing us reasonable time to act on your notification.

If you believe your card or access code has been lost or stolen, call: (512) 467-8080 or (800) 252-8311 during normal business hours or write: P.O. Box 9350, Austin, TX 78766. You should also call this number or write to this address if you believe a transfer has been made using the information from your check without your permission.

BUSINESS DAYS. For purposes of these disclosures, our business days are Monday through Friday, 7:00 a.m. CT - 7:00 p.m. CT. Holidays are not included.

DISCLOSURE OF YOUR INFORMATION. We may disclose information to third parties about your account or the transfers you make:

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

RIGHT TO RECEIVE DOCUMENTATION:

Periodic statements. Transfer and withdrawal transactions made through any card, Home Banking or Bill Pay service, telephone access system, or preauthorized transfer will be reflected on your periodic statement. You will receive a monthly statement unless there are no transfers in a particular month. In any case you will get a statement at least quarterly.

Terminal Receipts. You can get a receipt at the time you make any transaction (except inquiries) to or from your account using an ATM, Point-of-Sale terminal, or Check Card transaction with a participating merchant. However, we are not required to provide you with terminal receipts for transactions of \$15.00 or less. You should keep your statements and receipts, as they may be admissible evidence in legal proceedings if a dispute should arise and shall constitute prima facie proof that such transfer was made.

Preauthorized EFTs. If you have arranged to have a direct deposit or preauthorized debit or credit made to your account at least once every 60 days from the same person or company, you can call us at (512) 467-8080 or (800) 252-8311 or use telephone access or Home Banking to find out whether or not the deposit has been made.

RIGHTS REGARDING PREAUTHORIZED PAYMENTS:

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 (512) 467-8080 or (800) 252-8311, or write us at P.O. Box 9350, Austin, TX 78766, in time for us to receive your request three (3) business days or more before the payment is scheduled to be made (If you want to stop a payment being made through Bill Pay, you should follow the instructions within Bill Pay). If you call, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call. Please see the Fee Schedule, available at www.ufcu.org, for any fees charged for stopping payments.

Notice of Varying Amounts. If preauthorized recurring payments may vary in amount, the person you are going to pay generally should 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 Transfer. If you order us to stop one of these payments in a manner described herein 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.

OUR 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 available funds in your account to make the transfer.
- If the funds in your account are pledged as collateral for a loan or frozen because of a delinquent loan or other reason.
- If the transfer would go over the credit limit on your overdraft line.
- 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 error was caused by a system of any participating ATM network.
- If the ATM, POS terminal, telephone access system, Home Banking or Bill Pay system or other electronic service 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.
- Any other exceptions stated in any of our agreements with you or which may be amended in the future.

BILLING ERROR RESOLUTION *(does not apply to international remittance transfers):*

In case of errors or questions about your electronic transfers, contact us at the number or address listed below as soon as you can and include the information listed below. We must hear from you no later than sixty (60) days after we sent the first statement on which the problem or error appeared.

By Telephone: (512) 467-8080 or (800) 252-8311

By U.S. Mail: P.O. Box 9350, Austin, TX 78766

- 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 verbally, we may require that you send us your complaint or question in writing within ten (10) business days. So that we may fully investigate your complaint, we may ask you to provide additional information to the extent allowed by law. We will determine whether an error occurred 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.

If a notice of error involves an unauthorized transaction on your Visa Debit Card, other than a cash disbursement at an ATM, we will provide provisional credit to your account within five (5) business days of your notification so you will have use of the money during the time it takes us to complete our investigation.*** However, we may delay providing provisional credit if the circumstances or account history warrants the delay, in which case we will provide provisional credit within ten (10) business days. You may ask for copies of the documents that we used in our investigation. See the Fee Schedule, available at www.ufcu.org, for any fees associated with such copies.

*For errors involving new accounts, point of sale, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. ** For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error. *** Does not apply to Non-Visa PIN-less transactions.

Termination. You may terminate this EFT Agreement by: (1) notifying us in writing; and (2) destroying or returning your Card(s). We may terminate this EFT Agreement by notifying you in writing. Termination does not affect any party's rights or responsibilities under this EFT Agreement regarding any transactions made before termination.

IMPORTANT SAFETY TIPS REGARDING THE USE OF ATM MACHINES. The following is a list of safety precautions that you should follow when using an ATM machine or night depository:

- Be aware of your surroundings, particularly at night;
- Consider having someone accompany you when using an ATM or Night Depository after dark;
- If the ATM facility is equipped with a door, close it tightly before beginning your transaction, and do not allow anyone you don't know into the facility with you;
- 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 - place it in your pocket or purse as soon as the transaction is completed. Count your cash in the safety of a locked enclosure such as a car or home;
- Use a different ATM or return at a later time if you notice anything suspicious while using or approaching the ATM. If you are in the middle of your transaction, cancel the transaction, take your card or deposit envelope, and leave;
- If you are followed after completing your transaction, go to the nearest public area where people are present;
- Do not write your personal identification number or code on your ATM card;
- Report all crimes immediately to the operator of the ATM or to local law enforcement officials. If emergency assistance is needed, call the police from the nearest available public telephone. If you have complaints or concerns about the security of the ATM, contact the operator of the ATM, or the state banking department.