

## ELECTRONIC FUNDS TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully for information regarding your rights and obligations for these types of transactions. You should keep this notice for future reference.

**Electronic Fund Transfers Initiated By Third Parties.** You may authorize a third party to initiate electronic funds transfers between your account and the third party's account. These transfers, whether debits or credits, may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or another payment network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check or draft to an electronic fund transfer or to electronically pay a returned check or draft which may occur when a merchant provides you with a notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and credit union information. This information can be found on your check or draft, as well as on a deposit or withdrawal slip. Thus, 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. Examples of these transfers include, but are not limited to:

- **Preauthorized credits.** You may make arrangements for certain direct deposits to be accepted into your share draft or share account(s).
- **Preauthorized payments.** You may make arrangements to pay certain recurring bills from your share draft account(s).
- **Electronic check or draft conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking or share draft account using information from your check or draft to pay for purchases or pay bills.
- **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.

**Audio Response Telephone Transfers- types of transfers** – You may access your account by telephone 24 hours a day at 1-800-240-4364 using your PIN (personal identification number), a touch tone phone, and your account numbers, to:

- Transfer funds from share draft to share draft
- Transfer funds from share draft to share
- Transfer funds from share to share draft
- Transfer funds from share to share
- Transfer funds from line of credit to share draft
- Transfer funds from line of credit to share
- Make payments from share draft to internal loan accounts
- Make payments from share to internal loans accounts
- Inquire about:
  - The account balance of share draft accounts
  - The last ten transactions (deposits and/or withdrawals) from share draft accounts
  - The account balance of share accounts
  - The last ten transactions (deposits and/or withdrawals) from share accounts

**ATM Transfers –types of transfers and frequency and dollar limitations** – You may access your account(s) by ATM using your ATM card and PIN (personal identification number) or VISA® Debit Card and PIN (personal identification number) to:

- Make deposits to share draft account(s) with an ATM/VISA® Debit Card
- Make deposits to share account(s) with an ATM/VISA® Debit Card
- Withdrawal cash from share draft account(s) with an ATM/VISA® Debit Card
  - Maximum cash withdrawal- \$500.00 per day
- Withdrawal cash from share account(s) with an ATM/VISA® Debit Card
  - Maximum cash withdrawal- \$500.00 per day
- Transfer funds from share to share draft account(s) with an ATM/VISA® Debit Card
- Transfer funds from share draft to share account(s) with an ATM/VISA® Debit Card
- Inquire about:
  - The account balance of your share draft accounts with an ATM/VISA® Debit Card
  - The account balance of your share accounts with an ATM/VISA® Debit Card

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

ATM cards are limited to 12 transactions per day. VISA® Debit Cards are limited to 15 transactions per day in combination with point-of-sale items.

**Types of VISA® Debit Card Point-of-Sale Transactions** - You may access your share draft account(s) to purchase goods (in person, online, or by phone), pay for services (in person, online, or by phone), get cash from a merchant, if the merchant permits, or from a participating financial institution.

**Point-of-Sale Transactions – frequency and dollar limitations** – using your card:

- Maximum transactions- 15 per day in combination with ATM cash withdrawals
- Maximum amount withdrawn from account- \$2500.00 per day in combination with ATM cash withdrawals

### NOTICE TO NEW MEMBERS

The definition of a new account is any share that is opened less than 30 calendar days. Any deposit(s) made at an ATM machine into a new account will be available on the ninth business day after the day of the deposit.

**ATM Operator/Network Fees.** When you use any ATM, you may be charged a fee by the ATM operator and/or the processing network. You may also be charged a fee for a balance inquiry even if you do not complete a funds transfer.

### DOCUMENTATION

1. **Terminal Transfers.** A printed receipt is available for every transaction posted at any ATM machine or point-of-sale terminal.
2. **Preauthorized Credits.** If you have authorized direct deposits into your account at least once every 60 days from the same party, that party will notify you every time a deposit is posted to your account. To verify any deposit, you may call 1-800-240-4364.
3. **Periodic Statements.** You will receive a statement, as follows:
  - Monthly- for every share draft account
  - Monthly- for every share account that incurred transfers for that particular month
  - Quarterly- for every share account that did not incur any transfers during the last quarter

### FEES

Except as indicated elsewhere, we do not charge for direct deposits or preauthorized payments to/from any type of account.

## **PREAUTHORIZED PAYMENTS**

- **Right to stop payment and procedure for doing so.** If you have authorized payments to be debited from your account, you may request to stop any of these payments. We must receive your verbal or written request (phone number and address listed in this disclosure) 3 business days prior to the scheduled payment. With any verbal request, we may also require that a written request be received within 14 days after the date of the original verbal request. Please refer to our separate Schedule of Fees to determine any charges/fees for each stop-payment request.
- **Notice of varying amounts or change of dates.** Any party who debits regular payments from your account will notify you 10 days prior to the scheduled payment regarding any changes of payment date or amount. You may choose to only receive this notice when the payment would differ by more than a previous determined amount, or if the changes differ than certain criteria previously determined.
- **Liability for failure to stop payment of preauthorized transfer.** If your request for any stop payment is received within the required number of days as stated above, and your payment is not stopped as requested, we will be liable for any losses or damages as set forth below.

## **FINANCIAL INSTITUTION'S LIABILITY**

**Liability for failure to make transfers.** If we do not complete your requested transfer according to the requirements listed in this disclosure, we will be liable for your losses or damages. Some exceptions are as follows:

- 1) If, through no fault of ours, you do not have enough money in your account to make the transfer.
- 2) If you have an overdraft line and the transfer would go over the credit limit.
- 3) If the ATM where you are making the transfer does not have enough cash.
- 4) If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- 5) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- 6) There may be other exceptions stated in our agreement with you.

## **NON-VISA® DEBIT TRANSACTIONS**

We accept non-VISA® transaction processing through our relationship with the STAR® Network which does not require that all such transactions be authenticated by a PIN (personal identification number). A non-VISA® debit transaction may occur on your VISA® Debit Card through the STAR® Network. Below are examples to distinguish between a VISA® debit and non-VISA® debit transaction:

- To initiate a VISA® debit transaction at the point of sale, the cardholder signs a receipt, provides a card number (e.g., in e-commerce or mail/telephone order environments) or swipes the card through a point of sale terminal.
- To initiate a non-VISA® debit transaction, the cardholder enters a PIN at the point-of-sale terminal or, for certain bill payment transactions, provides the account number for an e-commerce or mail/telephone order transaction after clearly indicating a preference to route it as a non-VISA® transaction.

A non-VISA® debit transaction will not provide the zero liability protection benefit, and if a Rewards program is present, a non-VISA® debit transaction may not be an eligible Rewards transaction. These transactions might not include consumer or business benefits provided by VISA® (e.g. zero liability, \$50 consumer loss cap, provisional credit policies of VISA®, and the VISA® chargeback and dispute resolution).

Provisions of the cardholder agreement relating only to VISA® transactions are inapplicable to non-VISA® transactions.

## **CONFIDENTIALITY**

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

- 1) where it is necessary for completing transfers, or
- 2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or
- 3) in order to comply with government agency or court orders, or
- 4) as explained in the separate Privacy Disclosure.

## **UNAUTHORIZED TRANSACTIONS**

### **Consumer Liability.**

Inform us immediately if you believe your card and/or PIN has been lost or stolen, or if you believe that an electronic funds transfer has been made without your permission using information from your check or draft. Communication by telephone is the suggested method to minimize your possible loss. It is possible that all available funds in your account could be your total loss (plus your maximum overdraft line of credit). If you inform us within 2 business days after your acquired knowledge of the loss or theft of your card and/or PIN, your maximum loss would be \$50.00 if your card and/or PIN was used without your permission. If you do NOT inform us within 2 business days after your acquired knowledge of the loss or theft of your card and/or PIN, and we can prove that if we would have been informed, we could have prevented the card and/or PIN from being used without your permission, your possible loss could be as much as \$500 or the total dollar amount of the loss.

As soon as your statement arrives, please review all transactions immediately. If you notice any questionable transfers, including those processed by card, PIN, or other means, inform us immediately. If you do not inform us within 60 days after the initial transaction, the total loss may be yours.

If there is a legitimate reason (such as a long trip or hospital stay) which kept you from informing us, we may extend the required time periods.

- **Additional Limit on Liability for VISA® Debit Card.** Unless you have been grossly negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen VISA® Debit Card. This additional limit on liability does not apply to ATM transactions or to transactions using your PIN which are not processed by VISA® (see Non-VISA® debit transactions section above).

**Contact in event of unauthorized transfer.** If you believe your card and/or PIN has been lost or stolen, or if an unauthorized transfer has been processed with your check or draft information, please call or write to us at the telephone number and/or address listed in this disclosure.

## **ERROR RESOLUTION NOTICE**

**In Case of Errors or Questions about Your Electronic Transfers.** If you have questions concerning your statement or receipt, or you need more information regarding a transfer listed on the statement or receipt, please inform us immediately. You may call or write to us at the telephone and/or address listed in this disclosure, though verbal communication is the suggested method to minimize your possible loss. We must receive notification of any dispute within 60 days of the initial transfer.

- (1) Provide us with your name and account number.
- (2) Provide us with the dollar amount and date of the transfer in question.
- (3) Describe the transfer you are questioning, and explain in detail why you believe the transfer is an error or why more information is needed.

If you inform us verbally, we may require you to provide to us your complaint or question in writing within 10 business days. We will determine whether an error occurred within 10 business days (5 business days for VISA® Debit Card point-of-sale transactions and 20 business days if the transfer involved a new account) after you inform us and we will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If more time is needed, we will provide you with provisional credit to your account within 10 business days (5 business days for VISA® Debit Card point-of-sale transactions and 20 business days if the transfer involved a new account) for the amount of the transfer in question. This will give you access to the funds while we complete our investigation. If we request your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. We will inform you of our results within three business days after completing our investigation. If we decide that the transaction was not in error, we will reverse any provisional credit which was provided to you during the investigation. Written confirmation is available upon request, as well as any copies of the documents that we used in our investigation. Your account is considered a new account for the first 30 days after the initial deposit.

### **AmeriChoice Federal Credit Union**

2175 Bumble Bee Hollow Road

Mechanicsburg PA 17055

Phone: (717) 697-3474

Business Days: Monday through Friday

Excluding Federal Holidays