



*Electronic Funds
Transfers
Terms &
Agreement*

VISA® Debit Cards

Automatic Payments & Deposits

*Mobile & Web-based
Transactions*



Thank you for using Georgetown Kraft Credit Union's Electronic Funds Transfer options for your financial needs. As a full-service financial institution, we are proud to provide products that make our members' lives easier. Please refer to the following terms and conditions when using your electronic access to your GKCU accounts.

VISA® Debit Cards: The GKCU VISA Debit Card is one of the best financial tools that you could use for everyday transactions and ATM withdrawals. The VISA Debit Card can be used as an ATM card for cash withdrawals and a VISA Debit Card, which deducts funds from your checking account, for store purchases such as groceries, gas and clothes or anywhere VISA is accepted. The VISA Debit Card is fully protected by GKCU and Verified by VISA, which protects you with every online purchase.

Internet Access: With NetBranch, your computer becomes your own personal GKCU branch. Password protected and fully secure, you can check balances, view e-statements and account history, transfer funds, make GKCU loan payments, reorder checks and stop payments on drafts.

Mobile Money: With GKCU's mobile app Mobile Money, you can access your accounts from your smartphone to check balances, transfer funds, remotely deposit checks & make loan payments.

Bill Pay: Never have to find a stamp again with GKCU's free online bill pay service. Convenient and secure, your bills can be paid with a simple point and click from your computer.

Shared Branching: Stay connected to GKCU even when you're away from home. With Shared Branching, you can visit participating credit unions to do real-time transactions with your account. Visit our website for a list of participating credit unions.

Should you have any questions or problems regarding any GKCU electronic device, please feel free to contact any of our branches. Thank you again for allowing us to serve your financial needs.

Terms & Conditions

1) This agreement defines your and GKCU's rights and responsibilities with respect to transactions. You understand that all agreements and rules and regulations applicable to your accounts and account services, as set forth in your Membership Agreement and otherwise, remain in effect and apply to this Agreement, except as specifically modified here-in. You agree to abide by this Agreement and all rules, regulations and instructions of GKCU and the networks relating to the use of any card and/or Access device, as amended, modified or revoked. GKCU may not offer all services discussed in this Agreement at this time.

a) Definitions: The words "**you**" or "**your(s)**" mean everyone who signs any Account Card or is authorized to make Transactions regarding your account(s) as provided herein or by governing law, including any account service(s). "**We,**" "**us,**" or "**our**" means Georgetown Kraft Credit Union or GKCU. "**Access Device**" means any card, electronic access device and/or any codes, passwords or personal identification numbers (PINs) that we issue to allow you to access and/or use any account or other services.

"**Transaction**" or "**transactions**" means any deposit, order, transfer, payment, purchase via POS transaction or otherwise withdrawal or other instruction relating to any account or account service provided by GKCU.

"**Authorized user**" means any person who has actual, implied or apparent authority, or to whom any owner has at any time given any information, access device or documentation that enables such a person to access, withdraw, make transactions to or from your accounts, or to use any of your account services. If you authorize anyone to use your access devices, that authority shall continue until you specifically revoke such authority by notifying GKCU in writing or as required by applicable laws. If you fail to maintain the security of these access codes and GKCU suffers a loss, we may terminate any or all of your account services immediately.

This definition is intended to be construed broadly and includes without limitation all users acting under a written document such as a power of attorney as well as any person or entity that is authorized to make deposits or debits to or from your accounts with us.

b) Inappropriate Transactions. You warrant and agree that you will not use any GKCU Accounts or Services, including but not limited to loans, to make or facilitate any illegal transaction(s) as determined by applicable law; and that any such use, including any such authorized use, will constitute a breach of this Agreement. Certain federal and/or state laws or Third-Party Service Providers' Rules may limit or prohibit certain transactions such as (but not limited to) those coded as possible gambling transactions. GKCU may decline to accept, process or pay any transaction that we believe to be illegal or unenforceable (regarding your obligation to pay us or otherwise) under applicable law; or which is otherwise

limited or prohibited, including but not limited to any transaction involving or relating to any gambling activity. Such prohibition or limitations may affect some otherwise proper or allowable transactions such as debits, charges or other transactions at or relating to a hotel-casino. You understand and agree such limitations/prohibitions are not within GKCU's control and that GKCU will not have any liability, responsibility or culpability whatsoever for any such use by you or any authorized user(s); or for declining to accept, process, or pay any such transaction. You further agree to indemnify and hold GKCU harmless from any suits, liability, damages or adverse action of any kind that results directly or indirectly from any such use of your account and/or access devices.

c) Transaction Limitations and GKCU's Business Days.

Except as may be otherwise specifically provided in our Agreements, all transactions after our "daily cut-off time" and made on days that are not our business days as set forth in the Funds Availability Agreement will be treated, transmitted, recorded, etc. as applicable and appropriate as if received on the next business day that we are open. Deposits, orders, instructions, requests, etc., received by mail, electronically, at an unstaffed facility, or outside depository will be processed and credited only when actually received by us, and we shall have no responsibility until we actually receive the item. See Item 15 for GKCU business day disclosure.

d) Temporary Holds. To facilitate certain electronic transactions, we may place temporary holds on funds in your accounts. These holds may be for periods of 36 hours or more, and are used to protect GKCU. GKCU can neither control the parties with whom you do business nor regulate the processing of transactions through the commercial networks used to facilitate your transactions; therefore, transactions may be processed after the expiration of any such temporary holds, and it is your obligation to ensure that sufficient funds are on deposit at all times to cover the your transactions. Refer to "Daily Limits" at end of the agreement.

2. Types of Electronic Funds Transactions. The Electronic Funds Transactions we are or may be capable of handling in the future are indicated below. Some of these services may not apply to your account(s) and/or some of these services may not be available at all terminals.

a) Automatic Teller Machines (ATMs). GKCU may issue to you an ATM card and Personal Identification Number ("PIN") to be used to make transactions. You can use your ATM card at GKCU's ATM to:

- Withdraw cash from the account(s) designated in your Membership Application ("application");
- Check the balances in the account(s) designated in your Application (this is called an "inquiry"); and
- Transfer funds between account(s) designated in your Application.

b) Debit/Point of Sale Transactions. If we approve your Application for a VISA Debit Card, POS/ATM Debit, or other electronic Access Device, you may use your Card/Access Device to purchase goods and services at point of sale (POS) terminals designated by GKCU and anywhere participating merchants honor your Card/Access Device. Transactions hereunder will be covered by funds deducted from your primary share draft account. Subject to the limitations in the Funds Availability Agreement, you may pay for goods and services (or make certain other transfers if the merchant is a financial institution) at applicable terminals up to the available balance in your designated checking account and any available credit under your applicable overdraft line of credit, and cause that account to be debited for the amount of those purchases. Your available balance in that account may be reduced by the amount of any transaction as soon as the merchant has received authorization from us, even if the documentation evidencing the transaction has not yet been received and processed by us. A merchant is not required to receive prior authorization from us on every transaction. When the documentation has cleared through us, any hold placed on your account for the amount of the purchase or other transactions will be released and your account debited for that amount. NOTE: Cards designated as ATM only may not be used at POS or other non-ATM terminals.

c) Preauthorized Transfer Services. You can authorize the following transactions without the use of an Access Device issued by GKCU: (1) Payments: You can make payments on your loans with GKCU directly from your primary share or primary checking accounts; (2) Within Credit Union Transfers: You can arrange to transfer funds between your primary share and primary checking accounts. By separate application, you can arrange to transfer funds from your accounts to the account(s) of other members; (3) Direct Deposits and Payments: You can authorize persons or companies to make direct deposits or withdrawals to or from your share or checking accounts for payroll, pension, social security and other types of deposits or payments. You may give other persons or companies written or oral permission to transfer payments from your GKCU accounts through "ACH" or other electronic means. Such agreements or arrangements are solely between you and the other person or company. GKCU shall have no responsibility or liability to you for any such transactions. Thus, you should exercise caution in providing such authority and/or information to access your accounts to others. The authority or information you give to others hereunder applies to all "ACH" or other electronic transactions, whether evidenced by any type of writing or converted to a written instrument by the other person (and/or their agents). All such transactions are deemed to be authorized by you.

d) Electronic Check Conversion-types of Transfers: Your check or information you convey to a third party can result in an electronic funds transfer. This can happen in several ways.

For example:

- You can purchase goods or pay for services and other bills and authorize a merchant or service provider to convert your check into an electronic funds transfer.
- At the time you offer a check to a merchant or service provider, you may be asked to authorize the merchant or service provider to electronically collect a charge in the event that the check is returned for insufficient funds and/or other fees. Paying such a fee electronically is an electronic funds transfer.
- Your authorization to make these types of electronic funds transfers may be expressed in writing, implied through the posting of a sign or your participation in the initiation of the processing of the transaction. This can also happen when you provide information from your check or account to another telephone, Internet or otherwise, who then converts the information given to an electronic transaction, ACH or otherwise.
- You agree that any such transaction is subject to all applicable terms and conditions set forth in this Agreement.

e) NetBranch (Modem-to-Modem Dial-Up, Internet Connection): If we approve the NetBranch Service, you may access your accounts through a personal computer (PC) with an Access Device. You must use your access code along with your account number to access your accounts. You may use the NetBranch service to: 1) Change your access code. 2) Obtain account information related to any of your savings and loan accounts regarding current balance, checking history, savings dividends and rates, loan interest and payoff amounts, payroll and automatic deductions. 3) Make transfers to or from your Share, Deposit, Transaction, Money Market, Checking or such accounts you have authorized in writing prior to such transfer request. 4) Request advances on your personal or home equity lines of credit loans, deposit the proceeds in any of your accounts or have the proceeds mailed to you at the mailing address listed on your account. 5) Withdraw funds from savings, checking and line of credit accounts by check made payable to you and mailed to you at your mailing address. 6) Make loan payments from any savings or checking account to any loan account of yours (except mortgage loans). 7) Issue third-party checks under Bill Payment Service.

f) Insufficient Funds Transactions: If your Account balance is insufficient to cover any transaction(s), we may treat these transactions as insufficient funds transactions or as overdraft requests if you have an approved overdraft protection plan with us. GKCU reserves the right to refuse any transaction if you do not have an approved overdraft protection agreement with us, which decision shall be in GKCU's sole discretion.

g) Electronic Processing and Transactions: Due to the

processing systems for electronic transactions used in the United States and by us, a payment or other transaction may be effective / posted before we are open for business on the date scheduled for the payment or other transaction. Therefore, you are responsible for ensuring that your account(s) have sufficient balances as applicable for the scheduled payment/transaction one business day prior to the date scheduled. If a payment is due on a Saturday, Sunday or Federal holiday, the payment will occur on the first business day after the due date. In these cases, you should plan to have the payment initiated on the last business day before any of these days in order to ensure your payment is made on time. You may not make payments and/or transactions to a federal, state or local governmental or tax unit, or pay child-support or alimony, or make payments to other categories of payees that we establish from time to time using our electronic services.

3) General Rules for Using Your Access Devices. You acknowledge and agree to the following:

- Your Access Devices are for personal use only. You agree not to allow another person to use your Access Devices.
- You agree not to reveal your PIN/Password(s) to another person and WILL NOT write your PIN/Password(s) on any Access Device. You are responsible for all Transactions made by you or anyone else who uses your Access Devices with your knowledge and consent. You are also responsible for unauthorized use of your Access Devices to the full extent allowed by applicable law. In addition, any person other than yourself who uses your Access Devices is responsible for all Transactions they make and for all Transactions made by others with their permission. This does not limit your own responsibility. You agree to be responsible to maintain your Access Devices with maximum security.
- You authorize GKCU to debit/credit your accounts for all Transactions as if each Transaction were signed by you. Further, you agree that by acceptance or use of your Access Devices, GKCU is authorized to pay from any account necessary to satisfy any Transaction, fee or service charge that results from the use or misuse of your Access Devices.
- You acknowledge that your Access Devices remain GKCU's property and agree to surrender your Access Devices to GKCU or its agent upon demand or through retrieval by any other method.
- You agree to use caution when using any ATM or other electronic terminal or device to complete any Transaction contemplated by this Agreement. You further agree that GKCU shall have no responsibility to you or any user, or be liable for any personal injury or property damage, which may occur as a result of any act

before, during or after a Transaction or other visit to any ATM or other electronic terminal location. You or any user assume the risk of nighttime use of any ATM or other electronic terminal location or other electronic banking device.

- An Access Device may be issued to any member or joint owner of legal age when qualified under the rules, regulations, and bylaws of GKCU. Only one Access Device may be issued to each member or joint owner.
- If your Access Device is lost or stolen, you agree to notify GKCU immediately upon discovery of such loss or theft. Replacement of an Access Device may be issued by us at the cost set forth in the Truth-In-Savings Disclosure. You agree to pay GKCU the fee in effect at the time for all copies that you request from us.
- GKCU shall not be responsible for the use or condition of any ATM or other electronic banking terminal or device it does not own. Further, GKCU will not be responsible for any failure of an ATM or other electronic banking terminal or device to function except as specifically provided for by law.
- GKCU reserves the right to add or delete ATM or other electronic terminal locations or other electronic banking devices as it deems necessary.
- You agree to hold GKCU harmless in its pursuit to locate, apprehend and prosecute unauthorized use of any Access Device issued by GKCU, and you agree to assist GKCU in these efforts.
- GKCU reserves the right to make any changes in the daily withdrawal limits it deems necessary.
- GKCU is not liable for any claims you may have against a merchant, company or other financial institution arising from use of your Access Device.
- GKCU cannot stop payment on any point-of-sale Transaction.
- **Additional Charges for Transactions in a Foreign Currency and “Cross-Border” Transactions.** *Currency Conversion Fee:* If you effect or authorize a transaction with your Access Device in a currency other than US Dollars, VISA will convert the charge into a US Dollar amount. The VISA currency conversion procedure includes use of either a government-mandated exchange rate or a wholesale exchange rate selected by VISA, as applicable. The exchange rate VISA uses will be a rate in effect on the day the transaction is processed. This rate may differ from the rate in effect on the date of the purchase or the date the transaction was posted to your account. A Currency Conversion Fee of up to 1% will be applied to transactions that are converted from foreign currencies to US Dollars. *Cross-Border Transaction*

Fee: In addition, VISA charges us a Cross-Border Assessment up to 1% on each transaction on all cross-border transactions regardless of whether there is a currency conversion. For purposes of this Section, “cross-border transaction” shall include both (a) transactions initiated in a foreign country which are subsequently settled in the United States, and (b) transactions initiated in the United States but which are ultimately settled in a country outside of the United States. GKCU will assess these fees to you to reimburse it for the fee it is required to pay for each of your transactions subject to these terms. The Cross-Border transaction fee will be shown separately on your periodic billing statement. The Currency Conversion Fee, if it applies to the transaction, will be included in the transaction amount posted on your statement.

- You agree that by acceptance or use of an Access Device, or other Electronic Funds Transfer Services, GKCU is authorized to pay from any account you have, jointly or otherwise, with GKCU any amount necessary to satisfy any transaction, fee or service charge that results from your use or misuse of such services.
- You will not obtain any Access Device(s) to make transactions on your accounts with us that is not issued or approved by us.
- Merchants and others who honor the VISA Debit Card or related Access Device(s) may give credit for returns and adjustments, and they will do so by initiating a credit with us, and we will credit that amount to your account.
- You understand that you must keep your share and share draft account open in order for your applicable electronic services to remain valid. You agree to return all Access Devices if you close your account(s), or upon our request.
- Your PIN will come by mail approximately three (3) days after you receive your card. Please keep the number in a private place. The PIN will allow you to use your VISA Debit Card at any ATM or Point of Sale merchant bearing the VISA, STAR, Cirrus or CO-OP logos.
- Keep your VISA Debit Card in a safe place. Notify GKCU immediately if you lose or misplace your card. We do not recommend using your VISA Debit Card to make travel reservations with hotels, car rental companies, airlines, etc., due to the \$1500 up to 72-hour limit and the holds placed on your account. Use a credit card to make reservations.

4) Making ATM Transactions. Your PIN will allow you to identify yourself when making an ATM transaction. The presentation of your ATM card together with the input of

your PIN constitutes your authorization to GKCUCU to make transactions. You agree to follow all instructions for use of ATMs accessible by your ATM card. Difficulties or complaints concerning the use or condition of any ATM should be reported directly to GKCUCU. Security or safety measures should be reported directly to the owner of any ATM not owned by GKCUCU.

*Note: GKCUCU does not accept deposits at ATM facilities.

5) Termination and Amendment. GKCUCU reserves the right at any time to terminate your right to make Transactions and to retrieve or ask for the immediate return of any Access Device it deems necessary without prior notice to you. If notification is required by law, notice will be mailed to you at the address shown on GKCUCU's share account records. It is the obligation of each member to provide new addresses to GKCUCU. In addition to the foregoing, the following terms apply to the termination of NetBranch services:

Your Right to Terminate. You may cancel your NetBranch service at any time by providing us with written notice by postal mail, fax, email or in person (please remember that email is not secure; do not include account numbers or personal information.) Your access to NetBranch will be suspended within 3 business days of our receipt of your instructions to cancel the service. You will remain responsible for all outstanding fees and charges incurred prior to the date of cancellation.

Our Right to Terminate. You agree that we can terminate or limit your access to NetBranch for any of the following reasons: (1) Without prior notice, if you have insufficient funds in any one of your GKCUCU accounts; NetBranch may be reinstated, in our sole discretion, once sufficient funds are available to cover any fees, pending transfers and debits; (2) Upon 3 business days' notice, if you do not contact us to designate a new Primary Checking Account immediately after you chose your Primary Checking Account and (3) Upon reasonable notice, for any other reason in our sole discretion.

6) Access Device Revocation. Any Access Device issued by GKCUCU may be revoked without notice to you in the event that any of the following conditions occur: A) Overdrafts occur as a result of insufficient or uncollected funds on an account. B) Any transaction that occurs on your account(s) which results in a monetary loss to GKCUCU. C) Loan, VISA® or other delinquency with GKCUCU. D) Forced closure of a share or share draft account at GKCUCU due to misuse. E) Special balance requirements, if any, are not maintained by you. F) Any other situation in which GKCUCU deems revocation to be in its best interest.

7) Transaction Fees. You are allowed to initiate at any terminal, ATM, or other access means owned by GKCUCU or the following networks: CIRRUS, ACCEL, CO-OP. You may be charged certain transaction and other fees as set forth in the Truth-In-Savings Disclosure, which will be automatically

debited from your share or checking account(s). GKCU reserves the right to establish and maintain transaction fees and charges, which may be modified from time to time.

*Note: Owners of non-credit union ATMs may charge fees in addition to any fees disclosed in the Truth-In-Savings Disclosure. These fees are generally called a “surcharge.” This is not a fee charged by GKCU; however, any such fee will be paid from your account(s).

8) Service Limitations, Limitation on Frequency and Dollar Amounts of Transactions. Transfer Limitations.

General limitations governing the amount and number of transactions are set forth in the Truth-In-Savings Disclosure. In addition, the following limitations also govern your use of these services:

a) General Limitations Applicable Accounts. For share savings and money market accounts, if applicable, you may make up to six (6) preauthorized, automatic, telephonic, or audio response transfers to another account of yours or to a third party during any statement period. Of these six (6), you may make no more than three (3) transfers to a third party by check, draft or debit card. A preauthorized transfer includes any arrangement with GKCU to pay a third party from the member’s account upon oral or written orders, including orders received through the Automated Clearing House (ACH). There is no limit on the number of transactions you may make in the following manner: 1) transfers to any loan account with GKCU; 2) transfers to another GKCU account or withdrawals (checks mailed directly to you) when such transfer or withdrawal is initiated in person, by mail, or at an ATM. If a transfer request would exceed the transfer limitations set forth above in any statement period, GKCU may refuse or reverse the transfer, and your account will be subject to suspension or closure by GKCU, and GKCU may impose a charge. Further, we may reduce the limit for “POS” transactions during any interruption in the electronic connection between GKCU and the retail outlet. Further, we may at any time limit or reduce the number or dollar amount of transactions when we, in our sole discretion, deem it in the best interest of GKCU.

b) Card/Access Device Acceptance. We do not promise everyone will honor your Card or other Access Device, and we have no obligation to you if anyone refuses to accept your Card/Access Device. We are not liable if any merchant, bank, financial institution or other party refuses to honor your Card/Access Device, or otherwise fails to provide any services made available to you by GKCU.

c) POS/Debit/VISA® Debit Card Purchases. You may purchase up to \$1500 (signature based) of goods and services at POS terminals within a 72-hour period. This limit is in addition to any ATM withdrawals. There is no limit on the amount or number of debit card purchase transactions you may make each day. No purchase may exceed the available funds in your account. GKCU reserves the right to refuse any

transaction if you do not have an approved overdraft protection agreement with us as discussed previously herein, which would draw upon insufficient funds or require us to increase our required reserve on the account. GKCU may set other limits on the amount of any transaction, and you will be notified of those limits.

d) ATM Transactions. You may withdraw up to \$500 during on-line access in any 24-hour period and up to \$100 during off-line access in any 24-hour period (if sufficient funds exist in your Account). Transfers: you may transfer up to the balance in your accounts at the time of the transfer.

e) NetBranch (Modem-to-Modem Dial-Up, Internet Connection): You may make NetBranch transactions at any time seven (7) days per week. There may be some downtime. You may make fund transfers to your accounts or other accounts you authorize as often as you like; however, there are certain limitations on transfers from savings accounts, as discussed herein above. You may transfer up to the balance in your accounts at the time of the transfer, unless otherwise prohibited in the Truth-In-Savings Disclosure or limited under other agreements. Our Funds Availability Policy may limit the availability of funds transferred by NetBranch. Account balance and transaction history information may not show all account activity involving your accounts. You may not obtain account information related to accounts other than your accounts to which you have requested a transfer.

f) Bill Payment Service (NetBranch). You may make bill payment transactions subject to the limitations in the Truth-In-Savings Disclosure. GKCU will process bill payment transfer requests only to those creditors GKCU has designated in the User Instructions and such creditors as you authorize and for whom GKCU has the proper vendor code number. GKCU will not process any bill payment transfer if the required transaction information is incomplete. GKCU will withdraw the designated funds from your account for bill payment transfer by midnight on the date you schedule for payment. GKCU will process your bill payment transfer within one (1) business day on the date you schedule for payment. We will have no obligation to initiate any payment if there are not sufficient funds in your designated account, but may in our discretion do so pursuant to any applicable overdraft agreements. You must allow sufficient time for vendors to process your payment after they receive a transfer from GKCU. Please allow at least a seven (7) day leadtime prior to your due date. GKCU cannot guarantee the time that any payment will be credited to your account by the vendor and will not be liable for any service fee, late charge, or finance charge. You agree to follow the requirements of the Bill Payment Disclosure Agreement, which is located under Terms and Conditions.

9) Data Security for NetBranch: NetBranch is accessible only over the Internet. To prevent unauthorized access to member account data, GKCU employs the Secure Sockets

Layer (SSL) protocol. This prevents other computers from eavesdropping by encrypting all data transmitted between the NetBranch server and the client. Members who live in the United States can use browsers that support 128-bit keys. Cracking a 128-bit key would involve trying all 2 to the 128th power combinations. Members who live abroad are currently restricted by the U.S. Government to use browsers that support 40-bit keys. Cracking a 40-bit key would involve trying all 2 to the 40th power combinations, which are over one trillion combinations. A 40-bit key is less secure than a 128-bit key, but does provide an adequate level of security for member financial services.

The Secure Sockets Layer protocol validates the identity of the NetBranch server through the use of a digital certificate. After connecting to the NetBranch server in secure mode, our site sends a signed digital certificate, which contains the name of our Web server, its public encryption key, the certificate's validity dates, the name of the certification authority that issued the digital certificate to our site, and an unforgeable digital signature. The digital certificate authenticates to the client that a connection has indeed been established with the NetBranch server.

The Secure Sockets Layer ensures that the data transmitted between the client and the NetBranch server has not been tampered with through the use of the Message Authentication Codes (MACs). This provides a quick way for the receiving end to verify that the data was not changed en route.

10) Canceling a Bill Payment Transaction and Your Stop Payment Rights.

Online Bill Payment Transactions: You may cancel or change a scheduled Online Bill Payment by selecting and accurately completing the appropriate fields from the Online Bill Pay menu. Any instruction to cancel or change an Online Bill Payment must be made by the cut-off time of 2:00pm (EST) on the business day the transaction is to be processed. If you do not accurately complete the appropriate instructions prior to that time, we may process the transaction. After the time period set forth herein has passed, it is not possible to stop or cancel a payment. To delete merchants from the Service, you must contact iPay Technologies or us.

If we fail to cancel or stop any Online Bill Payment, the payment will stand unless you show us that payment to the payee was unenforceable. If we recredit your account after transferring funds over a valid and timely cancellation request, you agree to sign a statement describing the dispute with the payee, to transfer to us all of your rights against the payee, and to assist us in any legal action taken against the person.

Preauthorized Transactions: 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 GKCU orally or in writing in time for us to receive your request three (3) business days or more before the scheduled date of the transfer. GKCU may require written confirmation of the stop payment order to be made within fourteen (14) days of any oral notification. If we do require the written confirmation, the oral stop payment order shall cease to be binding fourteen (14) days after it has been made. This means that the preauthorized payment and future preauthorized payments to the payee you identify may be paid by us from your account(s) after the 14th day.

If you order us to stop a preauthorized transfer three (3) business days or more before the transfer is scheduled, and the stop payment order is made according to the terms and conditions of the account and this Agreement, including the requirement that you give us the exact amount of the debit, the next date of the debit and the exact name of the payee, and we do not do so, we will be liable for your losses or damages proximately caused by our failure.

E-Check: When any party converts any check, using the information on the paper via any means to send an electronic message to us, such message is an order by you to immediately take the money from your account. You cannot stop payment of an E-Check transaction because it is already done.

Other Transactions: Other transactions hereunder are considered contemporaneous. Therefore, you have no right and we have no obligation to stop or to attempt to stop any other transactions.

11) Right to Documentation: a) **Terminal Transactions.** You can get a receipt at the time you make any transfer to or from your account using any automatic teller machine or a point-of-sale terminal. b) **Direct Deposits.** If you have arranged to have direct deposits made to your accounts at least once every sixty (60) days from the same person or company, the person or company making the deposit will tell you every time they send us the money. You can call or write us at the telephone number or address listed herein to find out whether a deposit has been made. If the only possible transfers to or from your accounts are direct deposits, you will get a statement from us at least quarterly. c) **Periodic Statements.** Transfers and withdrawals transacted through an ATM or POS terminal, Telephone or NetBranch service, or debit card purchase will be recorded on your periodic statement. You will receive a statement or notice of the availability of your statement monthly unless there is no transaction in a particular month. In any case, you will receive a statement or notice at least quarterly. If provided electronically, statement notices will be sent via e-mail that will direct you to a site we maintain or cause to be maintained where you may access, review, print and otherwise copy / download your periodic statements using procedures that we authorize. E-mails from us will be sent to the e-mail address provided by any owner.

12) Notice When Amount of Preauthorized Payment(s)

Vary: If you preauthorize GKCU to make payments to persons or companies other than GKCU that vary in amount, then the person or company you are going to pay has the obligation to notify you ten (10) days before each such payment is due and how much it will be. (When required, you must fill out an appropriate agreement with GKCU authorizing such payments, the terms of which are incorporated herein). You may choose instead to get this notice only when the payment differs by more than a certain amount from the previous payment or the amount falls outside certain limits that you set.

13) Liability for Failure to Make a Transaction: If GKCU does not complete a transaction to or from your account on time or in the correct amount according to our agreement with you, GKCU may be liable for your losses or damages. However, there are some exceptions to this, which include the following.

- You do not have enough money in your account to make the transaction through no fault of ours.
- The transaction goes over the credit limit on your overdraft line.
- The terminal where you were making the transaction does not have enough cash.
- The terminal or other system was not working properly and you knew about the breakdown when you started the transaction.
- Circumstances beyond our control (such as fire, flood or electrical failure) prevent the transactions, despite reasonable precautions that we have taken.
- You have not properly followed instructions for operation of the ATM or system.
- The funds in your account are subject to legal process or other similar encumbrance.
- The transaction would exceed one of the established limits contained in this Agreement or by other GKCU agreements.
- Access to your account has been blocked after you have reported your Access Device lost or stolen or you use a damaged or expired Access Device.

14) Information Disclosure: We will disclose information to third parties about your account or the transactions you make: (1) when it is necessary for completing transactions, 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) if you give us your written permission.

15) Business Day Disclosure: For purposes of this Agreement and Disclosure, our business days are Monday through Friday, excluding holidays. Our Night Depository is

opened before 10am daily. (Deposits made after 10am or on a day we are not open will be processed on the next business day we are open.)

16) In Case of Errors or Questions About Transactions:

In case of errors or questions about your electronic transfers, telephone us at the telephone numbers, or write us at the address listed at the end of this disclosure, as soon as you can. (For any errors involving a line of credit account, you must review your Loan Agreement and Disclosure and/or VISA Credit Card Agreement for a description of your rights.) We must hear from you no later than sixty (60) days after we sent the first statement on which the problem appears. You should provide the following information:

1. Tell us your name and account number.
2. Describe the transfer you are unsure about, and include to the extent possible, the type, date, and explain as clearly as you can why you believe it is an error or why you need more information.
3. 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 ten (10) business days, at the address listed in this Agreement and Disclosure.

We will tell you the result of our investigation within ten (10) business days after we hear from you and will correct the error within one (1) business day after determining that an error occurred. 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 re-credit your account within ten (10) business days of receiving the error notice, and will inform you, within two (2) business days, after providing the provisional credit, with the amount you think is in error, and the date, so that you have the use of the money during the time it takes us to complete our investigation. We will correct the error, if any, within one (1) business day after determining that an error occurred. A report of our results will be delivered or mailed to you within three (3) business days after the conclusion of the investigation (including, if applicable, notice that a provisional credit has been made final).

For transactions initiated outside the United States, or resulting from a point-of-sale debit card transaction, we will have ninety (90) calendar days instead of forty-five (45) business days, unless otherwise required by law, to investigate your complaint or question. For transactions on accounts that have been open less than thirty (30) calendar days, we will have twenty (20) business days instead of ten (10) business days to credit your account, and ninety (90) calendar days instead of forty-five (45) business days, unless otherwise required by law, to investigate your complaint or question.

Special Rules for Provisional Credit for VISA® Debit Card Transactions: If you believe a VISA Debit Card Transaction

was unauthorized, we will recredit your account within five (5) 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 in writing, we need not recredit your account, or we may reverse any credit previously made to your account, until we have received it. We may withhold provisional credit, to the extent allowed under applicable law, if the delay is warranted by the circumstances or your account history.

17) Your Liability for Unauthorized Transactions: Tell us AT ONCE if you believe your Access Device has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You are responsible for all transfers you authorize using an EFT service under this Agreement. If you permit other persons to use an EFT service or your Access Device, you are responsible for any transactions they authorize or conduct on any of your accounts.

Special Notice to VISA Debit Cardholders. If there is an unauthorized use of your VISA Debit Card or an Internet transaction, and the transaction takes place on the VISA network, then your liability will be zero (\$0.00). This provision limiting your liability does not apply to either VISA commercial cards or ATM cash disbursements. Additionally, your liability with respect to unauthorized transactions may be greater than the above zero (\$0.00) liability limit, to the extent allowed under applicable law, if GKCU reasonably determines, based on substantial evidence, that you were grossly negligent or fraudulent in the handling of your account or card. In any case, to minimize your potential liability, you should notify us of any unauthorized use no later than 60 days after your statement was mailed to you.

For all other EFT transactions that require the use of a PIN or Access Code, if you tell us within two (2) business days, you can lose no more than \$50 if someone uses your card and PIN or Access Code 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, PIN or Access Code, and we prove that we could have prevented the unauthorized transaction if you had told us in time, you could lose as much as \$500. In no event will you be liable for more than \$50 for any unauthorized transaction.

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 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 a good reason (such as a hospital stay) kept you from telling us, we will extend the time periods. If you believe that your Card or Access Code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, you must call or write us at the telephone number and address on the back cover of this booklet. If a good reason (such as

extended travel or hospitalization) kept you from telling us, we may extend these time periods.

18) Reporting a Lost Card, Access Device, PIN or NetBranch PIN. If you believe that any Access Device has been lost or stolen or that someone has withdrawn or may withdraw money from your account without your permission, you agree to immediately notify us. You can call or write GKCU at the telephone number or address as set forth in Section 23 herein. If you recover your Card/Access Device after you have notified us, **DO NOT USE IT.**

19) Amendment. We may amend this Agreement by giving you such notice as may be required by law, effective upon the date indicated in the notice.

20) Networks for Transactions. Besides being able to use your Access Devices at our terminals as well as any VISA terminal, you may access your account through the following networks: CIRRUS, HONOR, STAR and CO-OP. Note: These networks are subject to change from time to time.

21) Disclaimer of Warranty and Limitation of Liability: We make no warranty of any kind, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, in connection with NetBranch provided to you under this Agreement. We do not and cannot warrant that NetBranch will operate without errors, or that any or all NetBranch services will be available and operational at all times. Except as specifically provided in this Agreement, or otherwise required by law, you agree that our officers, directors, employees, agents or contractors are not liable for any indirect, incidental, special or consequential damages under or by reason of any services or products provided under this Agreement or by reason of your use of or access to NetBranch, including loss of profits, revenue, data or use by you or any third party, whether in an action or tort or based on a warranty. Further, in no event shall liability of GKCU and its affiliates exceed the amounts paid by you for the services provided to you through NetBranch.

22) Virus Protection. GKCU is not responsible for any electronic virus or viruses that you may encounter. We encourage our members to routinely scan their PCs and diskettes using a reliable virus detection product to detect and remove any viruses. Undetected or unrepaired viruses may corrupt and destroy your programs, files, and even your hardware. Additionally, you may unintentionally transmit the virus to other computers.

23) Communications between GKCU and You. Unless this Agreement provides otherwise, you can communicate with us in any one of the following ways: (1) Email—You can contact us by email (please remember that email is not secure—do not include account numbers or personal information); (2) Telephone—You can contact us by telephone at (843) 546-8494; (3) Facsimile - You can contact us by fax at (843) 546-0029; (4) Postal Mail—You can write to us at: 1379 N. Fraser Street, Georgetown, SC 29440 and (5) In Person—You may visit us in person at any one of our branch locations.

Daily Limits: There is a \$1000 on-line per 24 hours limit; ATM online limit of \$500 and a \$100 off-line per 24 hours limit on transactions when using your VISA Debit Card with your PIN. There is a \$1500 limit (up to 72 hours) when used with a signature as a VISA card.

Holds: If a transaction requires your PIN, it will post to your account immediately. If the transaction is authorized by your signature, there may be a hold placed on your account for the amount of the transaction. The hold will drop when the transaction posts. The maximum hold time is for three (3) days.

Electronic Funds Transfer Services: Limitations, Fees, and other Important Information

On-Line PIN Limits	\$1,000.00 per 24 hours
Off-Line PIN Limits	\$100.00 per 24 hours
Signature-based Limits	\$1,500.00 up to 72 hours
On-Line ATM Limit	\$500 per 24 hours
On-Line (Home Banking)	No Limits
Off-Line (Home Banking)	No Access
On-Line Transaction Processing	Immediate processing unless system is in store mode.
Stopping Payment of an Online Bill Payment Transaction	You can revise the amount or the due date online, on the transaction date on or before 2:00 pm (EST)
Bill Payment Limits	\$2,500.00 per payee

FEES: *(as of March 2017—subject to change with notification)*

Insufficient Funds-Item Not Paid: \$30/occurrence

Courtesy Pay-Item Paid: \$30/occurrence

Share Transfer: \$6/occurrence

Replacement Card (Debit or Credit): \$3/occurrence

New Credit Card & PIN (Lost/Stolen): \$5/occurrence

Replacement PIN (credit card only): \$3.00/occurrence

New Debit Card: \$5 (Lost/Stolen)

Sales Draft Copy: \$3.00/occurrence

ATM Usage Fee *(non-GKCU ATMs only): \$1.00
each transaction after two (2) per month*

FedEx Rush Order: \$15 per item + shipping costs
(expedited production & overnight delivery)

Checking Account: You must maintain your checking account in order to keep your VISA Debit Card.

NSFs: If you do not have the funds in your checking account to pay a VISA Debit Card transaction, the funds will be transferred from your share account, if the funds are available. If you do not have the funds in your share account, the funds will be transferred from your overdraft protection line of credit, if applicable.

**To Report a Lost or Stolen VISA® Debit Card
After Hours:**

Call: 1-800-554-8969

**To Report a Lost or Stolen VISA® Credit Card
After Hours:**

Call: 1-800-808-7230

**Direct All Other Reports, Requests
and Inquiries to:**

GKCU

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Georgetown, SC

(843) 546-8494



www.gkcu.org

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