

ELECTRONIC BANKING SERVICES
AGREEMENT AND DISCLOSURE STATEMENT

REDIFORM FEDERAL CREDIT UNION DEBIT CARD

If you have been issued a Rediform Debit Card and a Personal Identification Number, the following information applies to you:

1. USES FOR YOUR REDIFORM DEBIT CARD

The Rediform Debit Card together with your Personal Identification Number, will let you access your account balances at thousands of ATM machines throughout the country.

- A. Cash withdrawals from your checking and savings accounts can total up to \$400.00 per member account per day. Point of sale purchases can be made for up to \$1,500.00.
- B. Transfer of funds from designated checking and/or savings.
- C. Transfer of funds between designated checking and/or savings accounts.
- D. Balance inquiries on your checking or savings. This balance will not reflect any outstanding checks, deposits or withdrawals.

If you have enough money in your accounts, you may withdraw up to your limit in cash each day through the Automatic Teller Machine or at a point of sale. All deposits are subject to our verification, use of deposited funds may be restricted until the funds are collected.

Transactions performed at an Automated Teller Machine will be processed immediately.

2. LOSS OR THEFT OF YOUR REDIFORM DEBIT CARD OR PIN NUMBER

Here are some simple rules that you should follow to protect your Debit Card and Personal Identification Number (PIN).

- A. Sign the back of your card immediately.
- B. Never let anyone else use your card.
- C. Never tell anyone else your PIN.
- D. Never let anyone else watch you enter your PIN at the ATM or POS machine.
- E. Do not write your PIN on the card or anywhere else where someone might find it, or carry it with your card.
- F. Tell us at once if the card or PIN is lost or stolen.

If you believe your Debit Card or PIN has been lost or stolen, or that someone has transferred or may transfer money from your account without your permission call 1-800-552-8673, come to the office or write to us at 3236 Lockport Road, Niagara Falls, New York 14305. Telephoning quickly is the best way of reducing your possible losses. As discussed below, you could lose all the money in your account.

3. YOUR LIABILITY

If you believe your Debit Card has been stolen, and you tell us within two business days after you learn of the loss or theft, you can lose no more than \$50.00 if someone used your Debit Card without your permission.

If you do NOT tell us within two business days after you learn of the loss or theft of your Debit Card, and we can prove we could have stopped someone from using it without your permission if you had told us, you could lose as much as \$500.00.

Also, if your statement shows transactions that you did not make, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after 60 days if we can prove that we would have stopped someone from taking the money if you had told us in time.

If an extenuating circumstance kept you from telling us (such as long trips or a hospital stay) we may extend the time periods mentioned above.

4. SERVICE CHARGES

You will be allowed to make 5 electronic transactions at an ATM each month without a service charge. We will impose a \$1.00 fee for each additional ATM withdrawal made during the month.

You may use the Voice Response Unit or Online Banking provided by your credit union to make transfers and inquiries.

Voice Response Numbers

Toll free 1-800-258-2104

Local 716-284-0675

To Enroll in Home Banking

Visit Rediformfcu and click Home Banking

or

Download the RediformFCU app from
the Apple or Google Play store

5. DOCUMENTATION OF AUTOMATED TELLER TRANSACTIONS

You will get a transaction record at the time you engage in any transaction to or from any of your accounts. For a checking account transaction, you will get a monthly account statement. You will also get a savings account statement any month you perform a transaction from your savings account at an ATM Machine or POS.

6. OTHER AGREEMENTS

Use of the Rediform Debit Card is subject to the terms of existing regulations governing deposit accounts and other agreements and disclosures for Rediform checking or savings accounts and any future changes.

7. REDIFORM DEBIT CARD PRIVILEGES

The Rediform Debit Card is a service to our members and all card privileges can be canceled at any time. If we do so, you are required to return the card when asked.

II PREAUTHORIZED EFTS

If you have arranged to have preauthorized electronic transfers made to or from your account from a third party the following information applies to you:

1. ACCOUNT STATEMENTS

You will get a monthly statement of your share or share draft account which will reflect any electronic deposits or withdrawals.

2. NOTICE OF PREAUTHORIZED EFTS

If you have told someone (such as your employer, pension fund of Social Security Administration) to make preauthorized direct deposits to your share or share draft account, the company making the deposit may have agreed to tell you every time they send us the money. Otherwise you can call us to find out whether or not the deposit was made. If you want to call about the deposit, please wait until at least one business day AFTER the deposit should have been made so that we will have time to update our records before you call.

3. STOP PAYMENT RIGHTS.

If you have arranged in advance to make electronic funds transfers out of your account(s) for money you owe others, you may stop payment on preauthorized transfers from your account. You must notify us orally or in writing at any time up to three(3) business days before the scheduled date of the transfer. We may require written confirmation of the stop payment order to be made within 14 days of any oral notification. If we do not receive the written confirmation, the oral stop payment order shall cease to be binding. A stop payment request for preauthorized EFTS will apply to all subsequent transfers, unless you withdraw the request.

4. LIABILITY FOR FAILURE TO STOP PAYMENT OF PREAUTHORIZED TRANSFERS.

If you order us to stop payment of a preauthorized transfer three(3) business days or more before the transfer is scheduled and we do not do so, we will be liable for losses or damages.

III ALL ELECTRONIC SERVICES

If you are receiving any of the electronic services listed above, the following information is also applicable to you:

1. OUR BUSINESS DAYS

Our business days are Monday through Friday excluding holidays.

2. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSACTIONS

Telephone us at 1-800-552-8673, 716-284-2430 or write to us at 3236 Lockport Road, Niagara Falls, New York 14305 as soon as you can, if you think your statement of transaction record is wrong or if you need more information about a transaction listed on your statement or transaction record. We must hear from you no later than 60 days after we send you the FIRST statement in which the problem or error appeared.

- A. Tell us your name and account number.
- B. Describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- C. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. We will tell you the results of our investigation within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 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 in writing and have not received it within ten (10) days, we will not credit your account.

If we decide that there was no error, we will send you a written explanation within three (3) business days after we finish our investigation.

3. FUTURE CHANGES

We reserve the right to make changes in this agreement at any time. Unless the change has to be made immediately, we will tell you about any changes that increases your expense or limits your use of our electronic services at least 30 days before the change becomes effective.

IV Transaction Accounts

The Federal Reserve Bank does not recognize a share account as a transaction account. You are limited to six (6) transactions per month from your share account. If at any time you exceed the limit of six (6) electronic transactions from your share account we would require you to open a share draft account. Transactions are unlimited on a share draft account, however, you are charged the fees after 5 ATM withdrawals regardless of which account you use.

V CORPORATE TO CORPORATE ACH ACTIVITY

1. **Provisional Payment Disclosure:** “Credit given by us to you with respect to an automated clearing house credit entry is provisional until we receive final settlement for such entry through a Federal Reserve Bank. If we do not receive such final settlement, you are hereby notified and agree that we are entitled to a refund of the amount credited to you in connection with such entry, and the party making payment to you via such entry (i.e. the originator of the entry) shall not be deemed to have paid you in the amount of such entry.”
2. **Notice Disclosure:** “Under the operating rules of the National Automated Clearing House Association, which are applicable to ACH transactions involving your account, we are not required to give next day notice to you of receipt of an ACH item and we will not do so. However, we will continue to notify you of the receipt of payments in the periodic statements we provide to you.”
3. **Choice of Law Disclosure:** “We may accept on your behalf payments to your account which have been transmitted through one or more Automated Clearing Houses (ACH) and which are not subject to the Electronic Fund Transfer Act and your rights and obligations with respect to such payments shall be construed in accordance with and governed by the laws of the State of New York as provided by the operating rules of the National Automated Clearing House Association, which are applicable to ACH transactions involving your account.”

VI ACCOUNT INFORMATION DISCLOSURE. We may disclose information to third parties about your account or the transfers you make.

- As necessary to complete transfers.
- To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant.
- If your account is eligible for emergency cash and/or emergency card replacement services, and you request such services, you agree that we may provide personal information about you and your account that is necessary to provide you with the requested services(s)
- To comply with government agencies or court orders; or
- If you give us your written permission.