

**ELECTRONIC
FUNDS
TRANSFER
SERVICES**



WOODSTONE[®]
CREDIT UNION

Where relationships mean more[®]

The following outlines your and our rights and responsibilities when you use Electronic Funds Transfer (EFT) services offered or accepted by us. In this Agreement, the terms “we,” “our,” “us,” and “Credit Union” mean Woodstone Credit Union. Please read the following carefully because it tells you your rights and obligations for the services listed.

1. Electronic Funds Transfer Services

The following services are offered or accepted by us:

Automated Teller Machines (ATM's)

Our ATM and Debit cards may be used at ATMs and facilities, which display the logos that are shown on your card and other such machines, or facilities as we may designate that are part of our extensive network.

You may use your ATM or Debit card for the following:*

- Withdraw cash
- Make deposits to your primary savings and checking accounts
- Transfer funds between your primary savings and checking accounts
- Make payments on your line of credit from your share or checking account
- Verify account balances

** Some of these services may not be available at all ATMs.*

Notice Regarding ATM Fees by Others: If you use an ATM that is not operated by us, you may be charged a fee by the operator of the machine and/or by an automated transfer network.

Direct Deposit

Upon instruction of (i) your employer, (ii) the Treasury Department, or (iii) other financial institutions, we will accept direct deposits of your paycheck or of federal recurring payments, such as Social Security, to your share or checking account.

Pre-authorized Debits

You may make periodic direct withdrawals from your share or checking account to a particular person or company at least periodically which you have arranged with that person or company, provided you have enough funds in your account to cover the payment.

Telephone Express Line

At the present time you may use the Telephone Express Line service to:

- Obtain balance information on your share and loan accounts
- Transfer funds between these same accounts
- Obtain information about recent transactions
- Determine if a check has cleared
- Make loan payments from your share or checking account

To terminate access to Telephone Express Line, please contact us in person, by telephone, or letter and identify the account you no longer want to access by Telephone Express Line. If you fail to identify the specific account you no longer want to access by Telephone Express Line, we may terminate Telephone Express Line access to all of your accounts at the Credit Union.

ATM and Debit Card Transactions

If you have a Savings account with us, you may use an ATM card for deposits, withdrawals, and to verify account balances. If you have a checking account with us, you may use an ATM/Debit card and personal identification number (PIN) to purchase goods and services from merchants that participate in certain EFT networks and have agreed to accept your card as a means of payment. If you have a Debit card with the VISA logo, you may purchase goods and services from merchants who accept VISA and you may also obtain cash advances from your checking account at financial institutions participating in the VISA program.

Automated Clearing House (ACH) Deposits and Withdrawals

ACH allows you to establish pre-authorized deposits and withdrawals from your accounts. This service allows you to pay or receive reoccurring payments.

Online Banking

Online Banking allows you to access your account by way of the Internet. You are responsible for the installation, maintenance, and operation of your computer and software. We will not be responsible for any errors or failures involving any telephone service, Internet service provider, your software installation, or your computer. At present, you may use online banking for the following:

- Transfer funds within your accounts
- Make loan payments from any share or checking account
- View the history of your savings, checking, and loan accounts

- Download history to available money management software

In order to access accounts through Online Banking, you must request access from us, which may be accepted or rejected at our sole discretion. To terminate access to accounts through Online Banking, please contact us in person, by telephone, or letter and identify the account you no longer want to access by Online Banking. If you fail to identify the specific account you no longer want to access by Online Banking, we may terminate Online Banking access to all of your accounts at the Credit Union.

Electronic Check or Draft Conversions/ Electronic Returned Check Fees

Your check can result in an electronic funds transfer. For example:

- You can purchase goods or pay for services and authorize a merchant or service provider to convert your check to 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 the check is returned unpaid. Paying such a fee electronically is an electronic funds transfer.
- Any check you give to us may be processed as an electronic funds transfer and funds may be withdrawn from your account as soon as the same day we receive your check. You authorize us to convert these items and make these electronic funds transfers.

All terms governing electronic fund

transfer services will apply to electronic check transaction, except the limits of liability for unauthorized transactions. You remain responsible for notifying us of any unauthorized electronic check transaction shown on your statement. If any check you have given to us is returned or not paid for any reason, whether or not it has been processed as an electronic funds transfer, you authorize us to collect a returned item fee as set forth in the Fee Schedule. Your authorization to make these types of electronic funds transfers may be expressed by you orally, in writing, electronically or implied through provision or posting of a notice that the transaction may be processed as an electronic funds transfer and your completion of the transaction.

VISA/Debit Cards

You may use your VISA/Debit Card to purchase goods and services any place VISA is honored by participating merchants. Funds to cover your Card purchases will be deducted from your checking account. If the balance in your account is not sufficient to pay the transaction amount, the credit union may treat the transaction as an overdraft request pursuant to any overdraft protection plan, or may terminate all services under this Agreement. Some merchants may permit you to initiate debit and bill payment transactions with your card using either the VISA network or another network shown on your card. The Credit Union will honor your debit transactions processed by any of these networks.

Transactions processed over the VISA network do not require you to use your PIN to validate the transaction. Generally, you will sign a receipt, provide your

card number (e.g. internet, mail, or telephone transactions), or swipe your card at a terminal. Also, there are certain protections and rights such as the zero liability protections in the section Member Liability, applicable only to VISA processed transactions.

Transactions processed over other networks may not require you to use your PIN in order to validate a transaction. Generally, you enter your card number or swipe your card and provide or enter a PIN. However, some merchants may not require you to provide a PIN, and may allow you to choose whether the transaction is processed by VISA or another network. Provisions applicable only to VISA transactions (such as VISA's zero liability protections) will not apply to non-VISA debit transactions and the liability rules for other EFTs in the section titled "Member Liability" will apply.

2. Limits on Services

The following dollar amounts may apply in using the services listed above and are limited by the available balance in your Checking, Savings, Money Market, or Line of Credit accounts, less any outstanding checks, items or ATM/Debit card authorizations not yet received or processed by us:

ATM Transactions

The maximum combined amount that you and any joint account-holder(s) may withdraw from your account(s) via ATM(s) is \$350 per day. If you have a checking account, the maximum amount that you and any joint account holders may withdraw via point of sale is \$350 per day. This includes all combinations of Savings, Checking, POS transactions and cash back from POS transactions.

Debit Card Transactions

The maximum combined amount that you and any joint account holder(s) may purchase through signature based debit card transactions is limited to the available account balance.

Number of Transfers

ACH withdrawals from your savings and other transactions made through Online Banking, via automatic overdraft protection, or Telephone Banking, which would in combination transfer funds from your savings to another account of yours or to a third party cannot exceed more than a total of six (6) occurrences per calendar month. If you exceed these limitations we may charge a fee, your transaction requests may be denied and we may close your accounts as required by Federal Regulation. The credit union reserves the right to refuse any transaction that would draw upon insufficient or unavailable funds, lower an account below a required balance, or otherwise require us to increase our required reserve on the account.

Account Security

If we have reason to believe that your ATM or Debit card, PIN, or authorization code has been compromised, we need not give prior notice if an immediate change in your account accessibility is necessary to maintain or restore the security of your account or the electronic fund transfer system.

3. Fees and Charges

We may impose fees for various EFT services. Please see our separate Fee Schedule and ATM and VISA Debit Card Account Agreement for current information.

4. Right to Receive Documentation

You will receive receipts and notices according to the type of services you use, so you will have a record of your electronic funds transfers.

Periodic Statements

All EFT transactions will be recorded on your periodic statement. You will receive a statement at least once every quarter. If you have an EFT transaction, you will receive a statement monthly.

Terminal Receipt

You may get a receipt at the time you make any transaction over \$15 using an ATM, POS terminal, VISA Debit Card.

Notices

We reserve the right to change the terms and conditions upon which these services are offered. We will mail a notice to you at least twenty-one (21) days before the effective date of any change as required by law. Use of any EFT service is subject to existing regulations governing your accounts and any future changes to those regulations. Any notice required or appropriate will be sent to the address on record at the Credit Union. Notices may be included with account statements, our publications or other mailings.

5. Security of Personal Identification Number (PIN)

The personal identification number or PIN is established for your security purposes. The PIN is confidential and should not be disclosed to third parties or recorded. You are responsible for safekeeping your PIN. You agree not to disclose or otherwise make your PIN available

to anyone not authorized to sign on your accounts. If you authorize anyone to have or use your PIN that authority shall continue until you specifically revoke such authority by notifying the credit union. We are entitled to act on transaction instructions received using your PIN and you agree that the use of your PIN will have the same effect as your signature authorizing transactions.

If you authorize anyone to use your PIN in any manner that authority will be considered unlimited in amount and manner until you specifically revoke such authority by notifying the credit union is changed. If you fail to maintain the security of these PINs and the credit union suffers a loss, we may terminate your electronic fund transfer and account services immediately.

6. Stopping Pre-authorized Transfers, Reporting Errors or Questions on Consumer Accounts, and Member Liability

To stop payment of a pre-authorized ACH transfer from your account, to ask whether we have received a direct deposit, to report errors and to ask other questions:

Call Us At:

253.925.6800 or at 1.800.334.9828

- Monday - Friday, 8:00 am – 6:00 pm PST
- Saturday, 9:00 am – 2:00 pm PST

Write Us At:

Woodstone Credit Union
Card Services
PO Box 27030
Federal Way, WA 98093-4030

Stopping Pre-authorized Transfers

If you have told us in advance to make regular payments out of your accounts, you can stop any of these payments. In order to stop a pre-authorized debit or credit transfer, contact us in person, by telephone, or correspondence using the telephone number and address given above, in time for us to receive your request three (3) business days or more before the transfer is scheduled to be made. If you call, we may also require you to put your request in writing as confirmation of your request to be received within fourteen (14) days after you call. A fee will be assessed for each stop payment request as set forth in the Rate and Fee Disclosure. The fee will be debited from your account. If you follow these instructions and we are unable to stop the pre-authorized debit or credit transfer, we will be liable for your losses or damages in accordance with the law. If we do not receive your request in writing, the stop payment will no longer be in effect.

Notice of Varying Amounts of Pre-authorized Transfers

If these regular payments may vary in amount, the company you are going to pay will tell you, ten (10) days before each payment, when it will be made and how much it will be.

Errors and Questions

If you think your account statement or receipt is wrong or if you need more information about a transfer listed on your statement or receipt, contact us in person, by telephone, or correspondence, using the telephone number and address given above. We must hear from you no later than sixty (60) days after we sent you the

FIRST statement on which the problem or error appeared. You will need to provide us with:

- Your name and account number
- Describe 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
- Tell us the dollar amount and the date 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. We will tell you the results of our investigation within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or question. If we decide to do this, we will provisionally 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 send us your question or complaint in writing and we do not receive it within ten (10) business days, we may not credit your account. For errors involving new accounts, point-of sale, or foreign-initiated transactions, we may take up to ninety days (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. If we determine that there is not an error, we will send you a written explanation within three (3) business days after we finish our investigation and reverse the provisional credit.

You may ask for copies of the documents

that we used in our investigation.

7. Disputes with Merchants Concerning Goods and Services

You agree to settle all disputes about purchases of goods and services you make using your VISA Debit card with the merchant who honored the card. If you are unable to settle the dispute with the merchant we will attempt to help resolve the dispute if the following conditions are met:

You agree to send us a letter that includes the following:

- Tell us your name and account number.
- If the merchant refused to make a price adjustment, replace the goods or things of value, accept the return of the merchandise, or issue a credit to your account, then tell us the date, amount, and why you are disputing the transaction, including the merchant name and location. Also, provide written confirmation of your attempt(s) to contact the merchant and resolve the dispute. This does not affect your rights with respect to unauthorized transfers or errors regarding your account.

8. Loss or Theft of Your Card or Unauthorized Use of Your Account through Electronic Means for Consumer Accounts

If you believe your ATM or Debit card(s), PIN or authorization code has been lost or stolen, or if you believe a transfer has been made using the information from your check without your permission contact us immediately.

Call Us At:

253.925.6800 or at 1.800.334.9828

- Monday - Friday, 8:00 am – 6:00 pm PST
- Saturday, 9:00 am – 2:00 pm PST

Evenings or weekends contact us at:
1.800.682.6075

Write Us At:

Woodstone Credit Union
Card Services
PO Box 27030
Federal Way, WA 98093-4030

You are responsible for all transfers you authorize using your ATM/Debit card(s), PIN or authorization code under this agreement. If you permit other persons to use your ATM or Debit card(s), PIN or authorization code you are responsible for any transactions they authorize or conduct on any of your accounts. However, tell us AT ONCE if you believe anyone has used your card or access code or accessed your accounts without your authority. Telephoning is the best way of keeping your possible losses down. For VISA check card purchase transactions, your potential liability is outlined below. For other transactions, you could lose all the money in your account (plus your maximum Line of Credit).

If you tell us within 2 business days after you learn of the unauthorized use of your account or card, you can lose no more than \$50 if someone used your account or card without your permission. If you do NOT tell us within two (2) business days after you learn of the unauthorized use of your account or card, and we can prove that we could have stopped someone from accessing your account without your permission if you had told us, you could lose as much as Five Hundred Dollars (\$500). If your account statement shows EFT transactions that you did not make, tell us AT ONCE. If you do not tell us within sixty (60) days after the

statement was made available to you, you may be liable for all other unauthorized EFT transactions up to the full amount of the loss if we can prove that we could have stopped someone from making the transfers if you had told us in time.

9. Loss or Theft of Your Card or Unauthorized Use of Your Account through Electronic Means for VISA Debit Card Purchase Transactions

If you notify us of your lost or stolen card within twenty four (24) hours of discovery and meet certain conditions, you may not be liable for any losses.

10. Our Liability If Transfers or Transactions Are Not Made As Agreed for Consumer Accounts

If we do not complete a transfer to or from your Savings, Checking or Line of Credit accounts, 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 money in your account to make the transfer.
- The transfer exceeds the limit on your Line of Credit or Home Equity Line of Credit.
- If the transfer exceeds the six-per-month limit on Telephone Banking, Online Banking, and automatic overdraft transfers from your savings account.
- The ATM where you are making the transaction does not have enough cash.
- The terminal did not work properly.
- Circumstances beyond our control (such as natural disasters, acts of

God or war) prevent the transaction, despite reasonable precautions we have taken.

- The error was caused by a system of an affiliated network and/or business partner or such other machine or facilities as we may designate. There may be other exceptions stated in our agreement(s) with you.
- If any other financial institution or any other merchant or business refuses to honor your ATM or Debit card.

11. Disclosure of Account Information

We regard your business with us and information about your account as confidential. However, we may disclose information to third parties regarding your account or transfers under the following special circumstances and in accordance with our Privacy Policy:

- When it is necessary for completing transfers
- In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant
- In order to comply with government agency or court orders
- If you gave us your written permission

12. Our Business Days

Our business days are Monday through Friday, excluding legal holidays.

13. Termination of the Account Agreements

We agree that you may terminate this agreement at any time by giving written notice, stopping the use of any access code and returning to us all cards issued in connection

with this agreement. You also agree to notify any participating merchants that authority to make bill payment transfers has been revoked. We may terminate the Agreements at any time by notifying you orally or in writing. Whether you or we terminate the Agreements, the termination shall not affect your obligations under the Agreements for any EFTs made prior to termination.

14. General Safety Precautions When Using ATMs:

- Be aware of your surroundings. Avoid poorly maintained or poorly lighted locations. If you see anyone or anything suspicious, leave the area immediately.
- Be aware of your surroundings when using an ATM or night deposit facility after dark.
- Be prepared. Have your card ready before approaching the ATM.
- Shield the ATM keyboard with your body so others cannot observe you entering your Personal Identification Number (PIN).
- Cancel the transaction and put away your card if a suspicious situation develops.
- Put away your money and receipt right after the transaction is complete.
- If you are followed after leaving an ATM, go to a heavily populated, well-lit area and call the police.

At Drive-up ATMs:

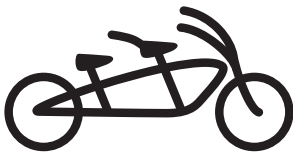
- While waiting in line, keep the engine running, the doors locked and the windows up.
- Leave enough room between cars to allow for a quick exit, if necessary.

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woodstonecu.org



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