

ELECTRONIC FUND TRANSFERS:
Disclosures Regarding the Use of Automated Means for Transferring Funds in Your Account

Central Coast Federal Credit Union
4242 Gigling Road, Seaside, CA 93955
(831) 393-3480

- 1) **Accounts using Automated Teller Machine Cards.** You cannot use your card to transfer money into or out of your account until we have validated it. If you do not want to use the card, please destroy it at once by cutting it across the magnetic strip and returning it to our office. We will validate your card upon notification, either in person or in writing, that you have received both the card and the Personal Identification Number (PIN) associated with the card.
- 2) **Accounts using VISA Debit Cards:** You cannot use your card until the card is activated by using a PIN-based transaction at any CO-OP affiliated ATM machine. If you do not want to use the card, please destroy it at once by cutting it across the magnetic strip and returning it to our office.
- 3) **Accounts using Audio Response "Tell-A-Phone" and Home Online Account Access.** You cannot use Audio Response "Tell-A-Phone" or Home Online Account Access to transfer money into or out of your account until we have validated your Personal Identification Number (PIN). If you do not want to use your PIN, please call us at (831) 393-3480 to stop Audio Response "Tell-A-Phone" or Home Online Account Access service on your account. We will validate Audio Response "Tell-A-Phone" or Home Online Account Access service upon notification, either in person or in writing, that you have received the Personal Identification Number (PIN) associated with this service.
- 4) **Direct Deposit and/or Pre-Authorized Withdrawal.** You may make arrangements with certain persons, agencies or companies to make recurring deposits into and/or payments from your savings or checking account.
- 5) **Liability Disclosure.** Tell us AT ONCE if you believe your ATM Card, Audio Response or Home Online Account Access PIN has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could be liable for all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days, you could be liable for no more than \$50 if someone used your ATM card, Audio Response or Home Online Account Access PIN without your permission. If you do NOT tell us within 2 business days after you learn of the loss or theft of your ATM card, Audio Response or Home Online Account Access PIN, and we can prove that we could have stopped someone from using your card or PIN without your permission if you had told us, your liability could be as much as \$500. Also, if your statement shows transfers 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 the 60 days if we can prove that we could have stopped someone from taking the money if you had told us at the time. If a good reason (such as a hospital stay or a long trip) kept you from telling us, we will extend the time period.
- 6) **Address and Telephone Number.** If you believe your ATM card, Audio Response or Home Online Account Access PIN has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call (831) 393-3480 or write Central Coast FCU, PO Box 8570, Seaside, CA 93955-8570.
- 7) **Business Day Disclosure.** Our business days are Monday through Friday. Holidays are not included.
- 8) **Types of Available Transfers and Limits on Transfers.** You may use your ATM card, Home Online Account Access or Audio Response PIN to: 1) Withdraw cash from your checking or savings account, 2) Make deposits to your checking or savings account, 3) Transfer funds between your checking and savings account whenever you request, and 4) Pay for purchases (point of sale service) at places that have agreed to accept your ATM card. You may use your Home Online Account Access PIN to pay bills through our Electronic Bill Payment Service. Some of these services may not be available at all terminals or through Audio Response. For security reasons, there may be limits on the number of transactions you can make using terminals, Home Online Account Access or Audio Response service. You may withdraw up to \$300 from ATM terminals each 24 hour period. You may buy up to the available balance in your checking account each time you use your card for point of sale purchases.
- 9) **Charges for Transactions and the Right to Make Transfers.** We will charge you \$2 for each transfer you make (or is made automatically to cover overdrafts) from your overdraft line of credit to your checking or savings account. We will charge you \$1 for each transaction you make using your ATM card at any ATM terminal not owned and operated by Central Coast Federal Credit Union, or for any PIN-based transaction using your VISA Debit card. There is no charge for ATM transactions completed at point of sale terminals; however, such transactions are only allowed from your CHECKING account. Transfers or withdrawals will not be allowed should your Prime Share savings account balance fall below \$25 (the minimum balance for maintaining active membership in the credit union). For other fees associated with Electronic Fund Transfers, such as non-sufficient fund fees, please see the credit union's Schedule of Fees and Services.
- 10) **Disclosure of Account Information to Third Parties.** We will disclose information to third parties about your account or the transfers you make: 1) Where necessary for completing the transfers, 2) In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, 3) In order to comply with government agency or court orders, or 4) If you give us your written permission.
- 11) **Disclosure of Right to Receive Documents of Transfers.** You can get a receipt at the time you make any transfer to or from your account using one of our Automated Teller Machines. If you have arranged to have direct deposits made to your account at least once every 60 days from the same person, agency or company, you can call us at (831) 393-3480 to find out whether the deposit has been made. You will get a monthly account statement if: 1) You have a checking account or 2) You have any direct deposits or pre-authorized withdrawals from a third party in a given month. In any case, you will get a statement at least quarterly.
- 12) **Disclosure of Right to Stop Payment of Pre-authorized Transfers, Procedure for Doing So, Right to Receive Notification of Varying Amounts and Central Coast Federal Credit Union's Liability for Failure to Stop Payment.** If you have arranged in advance to make regular payments out of your account, you can stop any of these payments. Call us at (831) 393-3480, or write us at PO Box 8570, Seaside, CA 93955-8570, in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require for you to put your request in writing and get it to us within 10 days after you call. We will charge you \$10 for each stop-payment order you give. If these regular payments may vary in amount, it is the responsibility of the person, agency or company you are going to pay to tell you, 10 days before each payment, when it will be made and how much it will be. If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.
- 13) **Liability for Failure to Make Transfers.** If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will not be liable, for instance:
 - ◆ If, through no fault of ours, you do not have enough money in your account to make the transfer.
 - ◆ If the transfer would go over the credit limit on your overdraft line.
 - ◆ If the automated teller machine where you are making the transfer does not have enough cash.
 - ◆ If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
 - ◆ If circumstances beyond our control (such as fire, flood, power outage or computer failure) prevent the transfer, despite reasonable precautions we have taken.
 - ◆ There may be other exceptions stated in our agreement with you.