

KEMBA Roanoke Federal Credit Union E-Statement Agreement and Disclosure

1. **Introduction.** This agreement and Disclosure specifically governs the E-Statement Service, and informs you of your rights and responsibilities and the terms and conditions associated with the service you have requested. Please read this Agreement and Disclosure carefully. In this Agreement and Disclosure, the words "you", "your", and "yours" mean each and every one who utilizes E-Statements. The words "we", "us", "our", "KEMBA Roanoke Federal Credit Union", and "Credit Union" mean KEMBA Roanoke Federal Credit Union. The words "the Service" refers to E-Statement Service.

By accessing your account statement online, or permitting another to access your statement online, you acknowledge receipt of the Agreement and Disclosure and agree to be bound by all terms and conditions contained herein. You further agree to follow all instructions provided by the Service and reflected on your computer screen. The terms and conditions of this Agreement and Disclosure are in addition to the terms and conditions of any and all other deposit account and credit agreements you have with the Credit Union, including all such disclosures made pursuant to such agreements. You further agree to abide by any terms or conditions, which may be added because of future enhancements to E-Statements.

2. **Services.** Using your personal computer (PC) and your designated User ID and password, you can access your KEMBA Roanoke Federal Credit Union statement 24 hours a day, seven days a week (as long as the service is available).
3. **Business Days.** E-Statements will be available 24 hours a day, seven days a week, except when down for maintenance, as indicated in the paragraph titled "System Availability."
4. **Agreement for receiving electronic disclosures:** Under regulations set by the Federal Reserve Board, you are entitled to receive certain disclosures. Regulations provide that if you agree, the required disclosures may be delivered to you electronically. These disclosures may be available by logging into KEMBA PCU Online Banking. You should print a copy of each disclosure delivered, read it carefully, and retain it for your reference. Under the terms of the agreement you are not committed to any disclosure unless you use the service which it covers. By signing this agreement, you agree to receive any KEMBA Roanoke Federal Credit Union disclosures and your periodic account statement electronically.
5. **E-Statement Access:** You agree to receive your periodic account statement electronically in place of a paper statement sent via US mail to your address of record. In order to communicate with you regarding eStatements and to use the service, you must be enrolled in KEMBA PCU Online Banking. E-statements are available under the "eDocuments" tab in KEMBA PCU Online Banking to view and print.
6. **Paper Copies of electronic records:** You may print a copy of your electronic records from KEMBA PCU Online Banking. You may also request a printed copy of your statement by calling 800-735-3622, applicable fees, as outlined in the Fee Schedule, may be charged.

At anytime you can log into KEMBA PCU Online Banking and navigate to the "Your Preferences" and choose "US Mail" to discontinue receiving eStatements and revert to receiving paper statements. Failure to update your physical and/or e-mail address in a timely manner may result in a delay or lack of delivery of your paper statement for the given period. Contact KEMBA Roanoke Federal Credit Union in writing or visit one of our branches to change your physical address. You can change your email address by updating the information on the KEMBA PCU Online Banking.

7. **Applicability, effective date:** this Agreement governs your use of the Service and becomes effective upon your first use of the Service.
8. **In case of errors or questions about your electronic statement:** Contact us IMMEDIATELY if you think your statement is wrong, or if you need more information. You may notify us at 800-735-3622. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared. Tell us your name and account number, the dollar amount of the suspected error, and the date it occurred. 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.

If you notify us verbally, we may require you to send us your complaint or questions in writing within ten (10) business days. We will tell you, in writing, 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) calendar days to investigate your complaint or question. If we need to use the forty-five (45) days to investigate, we will provisionally credit your account within ten (10) business days for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or request in writing and we do not receive it within ten (10) business days, the credit union is not required to credit your account. If we determine there was no error, we will send you written explanation within three (3) business days after we complete our investigation. You may ask for copies of the documents that we used in our investigation and upon which we relied to conclude that the error did not occur. (We will make these available to you to the extent possible without violating any other member's right to privacy.)

9. **Fees and Charges.** There is currently no fee for the Service or termination thereof. However, KEMBA Roanoke Federal Credit Union reserves the right to impose fees or to subsequently change any fee structure.

Right to Withdraw your consent. You have the right to withdraw your electronic consent to conduct business electronically regarding eStatements. This means that you will no longer be able to view your statements electronically. If you select this option, your access to eStatements will be terminated. You may withdraw your consent through KEMBA PCU Online Banking, or by contacting KEMBA Roanoke Federal Credit Union at 800-735-3622. To re-enroll, you will need to log on to KEMBA PCU Online Banking, click on the "Your Preferences" tab, scroll down to "eStatement selection", and select "Electronic" services. The credit union may terminate its Service and this agreement and Disclosure at any time by giving you advance notification, in writing. Whether you or the Credit Union terminates this Agreement and Disclosure, the termination shall not affect your obligations under this agreement and Disclosure.

10. **System Availability.** Access to the Service may be unavailable at certain times for the following reasons: (1) Scheduled maintenance. There will be periods when systems require maintenance or upgrades; (2) Unscheduled maintenance. Service may be unavailable when unforeseen maintenance is necessary; or, (3) System Outages. Major unforeseen events, including, but not limited to: earthquakes, fires, floods, computer failures, interruptions in telephone service, or electrical outages, that may cause system unavailability. KEMBA Roanoke Federal Credit Union will make all reasonable efforts to ensure the availability of the Service. However, KEMBA Roanoke Federal Credit Union is in no way liable for the unavailability of the E-Statements Service or any consequential damages that may result.
11. **Amendments:** This Agreement may be amended by the Credit Union at any time at its discretion. You will receive notice of amendments as required by applicable law without restatement of terms herein.
12. **Test your ability to retrieve and read a PDF or Text image file.** By accepting this disclosure you are acknowledging that you are able to successfully retrieve and read this test statement and confirm there are no issues viewing this sample statement and/or viewing PDF or text image files.
13. **Minimum Requirements:**
The minimum and recommended hardware requirements to run KEMBA PCU Online Banking are listed below.

Minimum: Requirements listed will enable KEMBA PCU Online Banking to run on your Personal Computer (PC) or Mac.

Recommended: Requirements listed will deliver enhanced system performance for KEMBA PCU Online Banking.

Computer Processor

- **Minimum:** 1 GHz CPU
- **Recommended:** 2 GHz CPU

Computer Memory (RAM)

For Windows XP:(*)

- **Minimum:** 512 MB
- **Recommended:** 1 G

For Windows Vista

- **Minimum:** 1 G
- **Recommended:** 2 G

For Windows 7

- **Minimum:** 3 G
- **Recommended:** 4 G

For MAC

- **Minimum:** 500 Mb
- **Recommended:** 1 GHz processor or higher/1 G RAM or greater

(*) More recent versions of Windows operating systems use larger amounts of RAM.

Hard Drive Space Available

- **Minimum:** 300 MB

Monitor/Display

- **Minimum:** VGA Monitor resolution of 800X600, configured to display 256 colors.
- **Recommended:** Resolution of 1024X768 or higher (if available) to enhance the visual aspect of Virtuoso Home Banking.

Internet Connectivity

- **Minimum (For Dial-up Customers ONLY):** Modem/Speed: 28.8K bps (28,800 baud/second) or higher; V.34 modem protocol is minimally required; V.90 modem protocol is recommended.
 - **Recommended:** High Speed Internet or Broadband Connection.
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Hardware and Software Requirements

You are responsible for the installation, maintenance, and operation of your Computer (in this Agreement, your computer and the related equipment are referred to together as your "Computer") and all software. Please refer to our "Browser and Operating System Requirements" for specific system requirements. We will inform you of any change in hardware or software requirements that may affect your access to or use of Online Banking. The Credit Union is not responsible for any errors or failures from any malfunction of your Computer or any software, and the Credit Union is not responsible for any computer viruses (including, without limitation, programs commonly referred to as "malware", "keystroke loggers", and/or "spyware"), problems or malfunctions resulting from any computer viruses, or any related problems that may be associated with the use of an online system. Any material downloaded or otherwise obtained is obtained at your own discretion and risk, and Credit Union is not responsible for any damage to your computer or operating systems or for loss of data that results from the download of any such material, whether due to any computer virus or otherwise. You are solely responsible for maintaining and applying anti-virus software, security patches, firewalls, and other security measures with respect to your operating systems, and for protecting, securing, and backing up any data and information stored in or on your operating systems. The Credit Union is not responsible for any errors or failures resulting from defects in or malfunctions of any software installed on your operating systems.