



■ FEDERAL CREDIT UNION ■

## ELECTRONIC SERVICES INFORMATION AND DISCLOSURE

This disclosure statement sets forth certain rights and responsibilities that you as a member and we, the Credit Union, have under the Electronic Funds Transfer Act. The provisions of this Act apply whenever you use any of our services that are considered "electronic funds transfers" or "POS" (point of sale) transactions.

An electronic fund transfer occurs when you or someone else uses electronic means to make deposits (credits) or withdrawals (debits) from your Share(s) or Share Draft/Checking account(s). An electronic funds transfer may be made by voice banking, online banking, mobile banking, automated clearing house (ACH), automated teller machine (ATM), or by debit card. A (POS) transaction generally takes place at merchant locations. You may authorize a merchant or other payee to make a one-time electronic payment from your share draft account using information from your check to pay for purchases or pay bills. These transactions may be referred to collectively in this brochure as "EFT transactions."

### TYPES OF EFT TRANSACTIONS

You may use your debit card plus your Personal Identification Number (PIN) at any EFT location (i.e. ATM or POS location), at national ATM networks such as, NYCE®, CIRRUS®, CO-OPsM, and ALLPOINT® that accepts the card to do the following:

- Withdraw cash from your share or share draft account
- Perform a balance inquiry on your share or share draft account
- Make share or share draft account transfers

At the AT Ms located at GHS Federal Credit Union offices and select other locations you may:

- Make deposits to your share or share draft account
- Withdraw cash from your share or share draft account
- Perform a balance inquiry on your share or share draft account
- Make share or share draft account transfers

You may also use your debit card to pay for purchases from a share draft account anywhere Visa® is accepted. Your debit card will perform as an ATM card when you use your PIN in conjunction with your card.

You may use your debit card to debit a share draft account, along with your PIN, at POS locations, that is, stores that accept the card to pay for goods and services. The amount of such purchases (including any cash obtained, if permitted) will be deducted from your share draft account.

For locations of AT Ms, call the credit union or visit the web at [ghsfcu.com/aim-finder](http://ghsfcu.com/aim-finder)

### NON-VISA® PIN-LESS DEBIT TRANSACTIONS

You may use your Visa Debit Card to initiate both Visa debit transactions and non-Visa debit transactions without using a personal identification number (PIN) to authenticate the transactions.

To initiate a Visa debit transaction, you may sign a receipt, provide a card number or swipe your card through a point-of-sale (POS) terminal and may be offered the choice by a merchant to choose to route the transaction over a Visa network.



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If a merchant offers the opportunity to indicate your preference when completing the transaction, you may initiate a non-Visa debit transaction, by entering a PIN at a point of sale terminal or, for certain bill payment transactions, provide the account number for an e-commerce or mail/telephone order transaction after indicating a preference to route it as a non-Visa transaction.

We have enabled non-Visa debit transaction processing on the NYCE®, CIRRUS®, CO-OPsM, and ALLPOINT® networks. The rights and protections applicable only to Visa debit transactions, including additional consumer liability limits and streamlined error resolution procedures, as described in your Electronic Fund Transfers Agreement and Disclosure will not apply to transactions processed through non-Visa networks. Please contact the Credit Union with any questions you may have regarding this notice.

## FOREIGN CURRENCY TRANSACTIONS

Foreign currency transactions will be converted to US Dollars under the application rules and regulations applicable at the time of the transaction as set forth by the credit card associations and US government regulations governing credit cards and related transactions, including debit cards. An International Service Assessment (ISA) fee will be assessed at the rate of 1 % of the US Dollar amount on all foreign transactions.

All transactions processed outside the United States (which may include internet transactions) will be charged the foreign transaction fee even if the customer is located within the United States.

## LIABILITY FOR USE

You are responsible for any EFT transactions you make with the debit card. Tell us immediately if you believe your card has been lost or stolen. Telephoning us is the best way of keeping your possible losses down. You could lose all the money in your accounts plus your maximum overdraft line of credit. If you believe your card has been lost or stolen, and you tell us within two (2) business days after you learn of the loss or theft, you can lose no more than \$50 if someone used your card 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, and we can prove that we could have stopped someone from using your card without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transactions or 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 using the money if you had told us in time.

If special circumstances kept you from telling us about the error, we may extend the time period.

## WHERE TO CALL OR WRITE

If you believe your debit card has been lost or stolen or that someone transferred or may transfer money from your account without your permission;

- Call Lost and Stolen Support at 833-933-1681, or international 812-647-9794, immediately 24/7
- Or, write us at: GHS Federal Credit Union, 910 Front Street, Binghamton, NY 13905

## RIGHT TO RECEIVE RECEIPTS

You may get a receipt showing details for your EFT transactions when you use your card at an ATM or POS location. EFT transactions originating at an EFT location are subject to our verification and to our ability to complete them by posting them to your account.



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## LIMITATIONS ON THE USE OF YOUR DEBIT CARD

There are limits on the number and amount of transactions that you may perform at EFT locations, such as ATMs.

These limits are as follows:

- You are limited to \$765 per 24-hour period for ATM cash withdrawals and POS transactions, provided the funds are available in your account
- National ATM networks that may be available have withdrawal limits and frequency of use set by networks and/or ATM owners
- At locations that will accept your deposits, you may make deposits in cash or checks; however, there may be a hold
- You may use your debit card for multiple purchases per day with no transaction charge, provided the funds are available in your account
- You will be denied use of your card if:
  - You exceed the daily withdrawal limit
  - You do not have adequate funds available
  - You do not enter the correct PIN, if required
  - Any loans with GHS FCU are past due

The receipt provided by the ATM or merchant terminal will notify you of the denial. Repeated denials may result in the retention of the card by the machine. If you do not receive a receipt explaining a denial, contact the Credit Union during normal business hours.

## PRE-AUTHORIZED CREDIT SERVICES

### Kinds of Transactions

You may arrange regular electronic deposits by a third person/party.

### Rights of Confirmation

If you are expecting an electronic deposit, you may use voice banking at 607-723-1192 or toll-free at 800-343- 1443 to confirm receipt of deposit.

## PRE-AUTHORIZED DEBIT SERVICES

### Kinds of Transactions

You may arrange regular electronic debits from your share or shared raft account by a third party/person.

You may also arrange for automatic transfers into, out of, or between your share deposit accounts with the credit union.

### Right to Stop Payment

You may stop payment on pre-arranged automatic debit out of your account as follows:

- Call the Credit Union during regular business hours at 607-723-7962,  
we may ask you to put your request in writing within 14 days of the call
- Write us at: GHS Federal Credit Union, 910 Front Street, Binghamton, NY 13905

Your telephone request or written request must be received three (3) business days prior to the scheduled payment in order for us to stop the payment. If we fail to honor your request and have received stop payment instructions within the three (3) days prior to the scheduled payment, the Credit Union is liable for any losses or damages.

We will charge your account the current stop payment fee for each stop payment you authorize.

## NOTICE OF VARYING AMOUNTS

If the automatic payments you have scheduled will vary in amounts, the third party /person to whom payment is made should notify you within 10 days of the payment. You may set the limits that prompt a notice with third party/person.





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## LIMITS ON EFT TRANSACTIONS

in your account; overdraft line-of-credit or overdraft privilege to cover said funds; or have made arrangements for transfers from other deposit accounts to cover the withdrawals.

## GENERAL INFORMATION

The following terms apply to all EFT transactions and services

## BUSINESS DAYS

Our normal business days are Monday through Friday, federal holidays are not included.

## RIGHT TO RECEIVE STATEMENTS

Share Draft account statements are mailed monthly, detailing all transactions including EFT transactions. Share savings accounts are mailed quarterly unless the account has an EFT transaction during the month and then a statement is mailed for that month. Paper statements will be mailed except to members who enroll in eStatements.

## DISCLOSURE OF ACCOUNT INFORMATION

We will disclose information to third parties regarding your deposit accounts or EFT transactions you make:

- When it is necessary to complete the EFT transaction(s)
- In order to verify the existence or condition of your account for a third party, such as a credit bureau, or financial institution
- To comply with a subpoena or other proper request from a governmental agency or a court order of judicial subpoena
- Whenever you give us permission to do so

## LIABILITY FOR FAILURE TO COMPLETE EFT TRANSACTIONS

If we do not complete an EFT transaction on your account on time, or in the correct amount according to our agreement with you, we will be liable for your losses or damages.

We will not be liable:

- IF, through no fault of ours, you do not have enough money in your account to complete the EFT transaction
- IF the withdrawal exceeds your overdraft limits with us
- IF the ATM location where you are making a withdrawal does not have enough cash
- IF the terminal or system was not working properly
- IF circumstances beyond our control, or that of any component of the ATM (such as fire, loss of power, or flood) prevent the EFT transaction, despite reasonable precautions that have been taken
- IF a third person who is responsible for the EFT transaction on the account does not initiate it in time for the credit union to complete it as agreed
- IF the transaction would exceed security limitations on the use of your card
- IF the funds in your account are subject to legal process



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In any case, we will only be liable for actual proven damages if the failure to make the transaction resulted from *bona fide* error despite our procedures to avoid such errors.

Service fees may apply, refer to *Schedule of Fees*.

## IN CASE OF ERRORS OR QUESTIONS

If you believe your statement or receipt is incorrect, or if you need information about a transfer listed on the statement or receipt, please contact the credit union immediately. Call us at: 607-723-7962 or write us at: GHS Federal Credit Union, 910 Front Street, Binghamton, NY 13905. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appears.

- Provide us with your name and account number(member number)
- Describe the error or transfer in question
- Provide us with the date and dollar amount of the suspected error

If you have provided us with this information via the phone, we may require you to send us your request/ concern in writing within 10 business days.

We will provide you with the results of our investigation within 10 business days of your contact, (20 business days for POS or foreign-initiated transactions). Every attempt will be made to correct the problem promptly. If we need more time we may take up to 45 days (90 calendar days for POS or foreign-initiated transactions) to investigate your complaint or question. If we need the additional time, we will re-credit your account within the 10 business days (20 business days for POS or foreign-initiated transactions) for the amount in question. If we have requested your complaint in writing and have not received it in the 10 business days we may not re-credit your account.

Upon completion of the investigation, if it is decided there was no error, we will send you a written explanation within three (3) business days. You may request copies of the documents we used in our investigation.

