

# Home Banking Agreement & Disclosure

The following information describes the types of electronic funds transfers, which are available to members through Online Banking/Internet Access and your rights and responsibilities concerning those transactions, including your rights under the Electronic Funds Transfer Act. You may want to print or save this document for future reference. Please read this document carefully. Some of the information may not pertain to you.

## **Electronic Funds Transfer:**

An Electronic Funds Transfer (EFT) is any transaction involving funds initiated through an electronic terminal, telephone line, computer or magnetic tape authorizing the credit union to debit or credit your account.

## **Types Of Electronic Fund Transfers Available:**

With your Password and access to the World Wide Web you may make the following transactions at any time 24 hours per day: balance inquiries, account and loan history inquiries, check clearing inquiries, transfer from one of your accounts to another one of your accounts (under the same member number), loan payments to your loans.

## **Other available services through Online Banking include:**

The ability to download history files to be used to import files in Quicken or MS Money.

## **Limits on Withdrawals or Transfers:**

Limitations on the frequency and dollar amounts of transactions made to and from your account(s) are:

Withdrawals and transfers from an account are limited to the available funds in the account.

Regulation D, at the discretion of the credit union, requires that no more than six (6) preauthorized automatic, audio response, telephone, or Internet transfers may be made from your savings accounts during any one month. No more than three of these may be made by check, check card, computer, or similar order to a third party.

Online Banking does not permit withdrawals or transfers to or from Individual Retirement Accounts, or Certificate Accounts.

**Consumer Liability For Unauthorized Transfers:**

CONTACT US AT ONCE if you believe your access device (password) has been lost or stolen. Telephoning is the best way to control your loss. Notice of unauthorized use must be confirmed in writing. You could lose all the money in your account. If you tell us within two (2) business days, you can lose no more than \$50 if someone used your access device without your permission. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your access device, and we can prove we could have stopped someone from using your access device without your permission if you had told us, you could lose 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 in time. If a good reason kept you from telling us, we may extend the time periods.

TELEPHONE NUMBER AND ADDRESS TO BE NOTIFIED IN THE EVENT OF  
A LOSS OR AN UNAUTHORIZED TRANSFER, ERRORS OR QUESTIONS  
ABOUT YOUR EFT TRANSACTIONS:

4700 Wissahickon Ave Suite 126

Philadelphia, PA 19144

Phone: (215) 951-0329

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 must provide us with the following:

- a) Your name and account number;
- b) Description of the error you are unsure about, and why you believe it is an error or why you need more information;
- c) The dollar amount of the suspected error.

If you tell us verbally, we will require that you send us your complaint in writing within ten (10) business days or we may not credit your account. 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 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 the investigation. If the alleged error pertains to a point of sale or a transaction initiated outside of the United States or Puerto Rico, the forty-five (45) calendar days become 90 calendar days. If the alleged error occurs within the first 30 days of the opening and depositing to a new account the 10 business days become 20 and the 45 calendar days become 90.

If we decide there was no error, we will send you a written explanation within 3 business days after we finish our investigation. You may ask for copies of the documents that we used in the investigation.

**Business Days:**

Our business days are Monday-Friday. Holidays are not included. If the end of a calendar month falls on a Saturday or Sunday, the Credit Union will "close its books" for that MONTH after the last business day but before the actual last day of the MONTH. Deposits, withdrawals or transfers made using your ATM card, Etc. Online Banking, or Audio Response after the books are closed will be treated for dividend calculation purposes as if they occurred the first day of the next month and will be reported on the statement applicable to the next month; but they will be shown on that statement as having occurred on the actual calendar day you made the transaction.

**Charges:**

There are no monthly charges to maintain your Online Banking Access with Trouvaille FCU account.

**Preauthorized Payments:**

The Credit Union will charge your account if it must dishonor a preauthorized transfer from your account due to insufficient funds or if a stop payment order is received. See fee schedule. \*

**Disclosure Of Account Information To Third Parties:**

Information about your account is confidential. We will not disclose such information to third parties except where necessary to complete a transfer, to report or confirm the condition of your account for a credit bureau, or in order to comply with a government agency, or court order or if you give us your written permission.