

This Electronic Fund Transfer disclosure contains important information about your use of EFT services provided by Settlers best Credit Union ("Settlers best") in relation to accounts established primarily for personal, family or household purposes. All the Electronic Fund Transfer services described in this disclosure may not apply to your account. Some of these may not be available at all terminals. Please read this document carefully and keep it for future reference.

**a) Consumer Liability.**

**Tell us AT ONCE if you believe your card and/or code (PIN) has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You can lose all the money in your account (plus your maximum overdraft line of credit).** If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code 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, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was transmitted 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, (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

**b) Contact in the event of unauthorized transfer.**

If you believe your card and/or code has been lost or stolen, call 608-842-5000 or write: Settlers best Credit Union; 4021 Meridian Drive; Windsor, WI 53598.

You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your checking without your permission.

**c) Business Days. For the purposes of these disclosures, our business days are Monday through Friday. Holidays are not included.**

Settlers best Credit Union is open Monday through Friday from 9am-5pm excluding the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas Eve (from noon until 5pm) and Christmas Day.

**Types of Transfers, Frequency and Dollar Limitations:**

**d) Prearranged Transfers.**

- Preauthorized credits. You may make arrangements for certain direct deposit to be accepted into your checking and/or savings account(s).
- Preauthorized payments. You may make arrangements to pay certain recurring bills from your checking and/or savings account(s).

**e) ATM Transfers. You may access your account(s) by ATM using your debit card and personal identification number (PIN) to:**

- Make deposit to checking or savings accounts
- Get cash withdrawals from checking or savings account of no more than \$505 per day
- Transfer funds from savings to checking or checking to savings.
- Get checking or savings account information.

**f) Point of Sale Transactions. Using your card:**

- You may access your checking account to purchase goods or pay for services in person, by phone, or by computer. You may get cash from a merchant, if the merchant permits or from a participating financial institution, and do anything that a

participating merchant will accept. You may not exceed more than \$1500 in transactions per day.

- g) Computer Transfers. You may access your accounts by computer by going to [www.settlersWI.com](http://www.settlersWI.com) and using your user name and password to log on to internet banking to:**
- Transfer funds from checking to savings or savings to checking
  - Transfer funds from lines of credit to checking or savings
  - Transfer funds from your account to another consumer's account, or your account at another financial. Review the terms and conditions prior to agreeing for any limitations.
  - Make payments from checking or savings to loan accounts with us
  - Get checking, savings, certificate of deposit or loan information
  - Access our online Bill Payment module
  - Access your eDocuments and notices
  - Manage your cards
- h) Mobile Banking Transfers. You may access your account(s) by web-enabled cell phone by enrolling through online banking and using your access ID and password to:**
- Transfer funds from checking to savings or savings to checking
  - Transfer funds from lines of credit to checking or savings
  - Transfer funds from your account to another consumer's account, or your account at another financial. Review the terms and conditions prior to agreeing for any limitations.
  - Make payments from checking or savings to loan accounts with us
  - Get checking, savings, certificate of deposit or loan information
  - Make deposits through Sb Mobile Deposit (upon approval)
  - Access our online Bill Payment Module.
  - Manage your cards

You may be charged access fees by your cell phone provider based on your individual plan. Web access is needed to use this service. Check with your cell phone provider for details on specific fees and charges.

**i) Electronic Fund Transfers Initiated by Third Parties.**

You may authorize a third party to initiate electronic fund transfers between your account and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check to an electronic fund transfer or to electronically pay a returned check charge can occur when a merchant provides you with notice and you go forward within the transaction (typically, at the point of purchase a merchant will post a sign and print the notice on a receipt).

In all cases, these third-party transfers will require you to provide the third party with your account number and financial institution information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your financial institution and account information (whether over the phone, the internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include but are not limited to:

- **Electronic check conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills.
- **Electronic returned check charge.** You may authorize a merchant or other payee to initiate an electronic fund transfer to collect a charge in the event a check is returned for insufficient funds.

**Fees**

You will be charged based on our Fee Schedule, Truth in Savings Disclosure and Foreign transaction fees described under the Additional Information section. Except as indicated above, we do not charge for Electronic Funds transfers.

**ATM Operator/Network Fees.** When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

## CONFIDENTIALITY

We will disclose information to third parties about your account or transfers you make:

- 1) Where it is necessary for completing transfers; or
- 2) In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant;  
or
- 3) In order to comply with government agency or court orders; or
- 4) If you give us written permission; or
- 5) As explained in the separate Privacy Disclosure.

## DOCUMENTATION

- a) **Terminal transfers.** You can get a receipt at the time you make a transfer to or from your account using a(n) automated teller machine or point of sale terminal. You may not get a receipt if the amount of transfer is \$15 or less.
- b) **Preauthorized Credits.** If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at the telephone number listed below to find out whether or not the deposit has been made.
- c) In addition, you will get a monthly account statement from us unless there are no transfers in a particular month. In any case, you will get a statement at least quarterly.

## PREAUTHORIZED PAYMENTS

- a) **Right to stop payment and procedure for doing so.** If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Call or write us at the telephone number or address listed in the is disclosure 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 you to put your request in writing and get it to us within 14 days after you call. We charge \$15 for each stop payment.
- b) **Notice of varying amounts.** If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)
- c) **Liability for failure to stop payment of preauthorized transfer.** If you order us to stop one of these payments 3 business days or more before the transfers is scheduled, and we do not do so, we will be liable for your losses or damages.

## FINANCIAL INSTITUTIONS LIABILITY

**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 or flood) prevent the transfer, despite reasonable precautions that we have taken.
- There may be other exceptions stated in our agreement with you.

## ERROR RESOLUTION NOTICE

**In Case of Errors or Questions About Your Electronic Transfers,** call or write us at the telephone number or address listed below as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt.

**Settlers best Credit Union  
4021 Meridian Drive  
Windsor WI 53598  
608-842-5000**

We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- 1) Tell us your name and account number (if any).
- 2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- 3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days (5 business days, if involving a Visa point of sale transaction processed by Visa) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (5 business days if involving Visa point-of-sale transaction processed by Visa) 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 put your complaint or question in writing and we do not receive it within 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 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer.

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

**Visa® Debit Card.** Additional Limits on Liability for unauthorized transactions. Unless you have been negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen Visa card. This additional limit on liability does not apply to ATM transactions outside the U.S. or ATM transactions which are not sent over VISA or Plus networks or to anonymous Visa prepaid card transactions or to transactions using your Personal Identification Number which are not processed by Visa. Visa is a registered trademark of Visa International Service Association.

#### **ADDITIONAL INFORMATION:**

##### **Foreign Transactions:**

Purchases and withdrawals made in foreign countries will be billed to you in U.S. Dollars as required by VISA rules. The exchange rate for transactions in foreign currency will be a rate selected by VISA from the range of rates available in wholesale currency markets for the applicable central processing Date. This rate may vary from the rate VISA itself receives or the government mandated rate in effect for the applicable central processing date. The conversion rate in effect on the processing date may differ from the rate in effect on the transaction date or posting date.

An international transaction fee of up to 1% will be assessed by VISA and added to the amount of the transaction. The international transaction fee will be assessed on all transactions where the merchant country and currency differ from the country and currency of the card issuer, and when the transaction is converted from a foreign currency. The international transaction fee is applied after it has been converted to U.S. Dollars. The converted transaction amount appears on your statement.

##### **Chargeback credit and returns of foreign transactions:**

Where a foreign transaction is credited back due to a dispute or merchandise return, the credit may be less than the original amount billed to the cardholder. VISA will not refund the international transaction fee to the card issuer. Settlers best reserves the right to credit the cardholder the same amount that VISA refunds to us, which does not include the international transaction fee.