

## Electronic Funds Transfer Disclosure for CUMONEY Visa Everyday Spend Prepaid Card

**Consumer liability.** Tell us AT ONCE if you believe your card has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your card. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account. If you tell us within 2 business days after you learn of the loss or theft of your card, you can lose no more than \$50 if someone used your card 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 we can prove 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 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 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 (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

**Contact in event of unauthorized transfer.** If you believe your card has been lost or stolen, call 1-833-729-2853, or write us at Services Credit Union Fraud Department, P.O. Box 3107, Naperville, Illinois 60566-7107. 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 card without your permission.

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

**Transfer types and limitations.**

- (a) **Account access.** You may use your card to:
  - (i) Withdraw cash from your prepaid account.
  - (ii) Make deposits to your prepaid account.
  - (iii) Transfer funds between certain accounts whenever you request.
  - (iv) Pay for purchases at places that have agreed to accept the card.
 Some of these services may not be available at all terminals.
- (b) **Limitations on frequency of transfers.**
  - (i) You may make only 10 cash withdrawals from ATM terminals each day.
  - (ii) You can use our point-of-sale transfer service for 25 transactions each day.
  - (iii) You can get 2 cash advance over the counter transactions at Visa Member financial institutions each day.
- (c) **Limitations on dollar amounts of transfers.**
  - (i) You may withdraw up to \$300 from ATM terminals each day.
  - (ii) You may buy up to \$1,500 worth of goods or services each day for merchant PIN transactions, and up to \$5,000 each day for merchant signature purchases.
  - (iii) You may get up to \$1,000 in cash advances each day.

**Fees.** The following table details all the fees related to your card:

All Fees	Amount	Details
Account opening	Up to \$10.00	Varies by credit union; check with your branch at time of purchase.
Monthly fee	\$1.75	A \$1.75 monthly maintenance fee will be applied until the value of your Card reaches zero.
Inactivity fee	\$3.00	If you do not use your Card for 3 consecutive months, a \$3.00 monthly inactivity fee will be applied starting in the 4 <sup>th</sup> month of inactivity. The monthly inactivity fee will be applied until the value of your Card reaches zero, or until you make a purchase or add funds to the Card.
Replacement card fee	\$5.00	You may get a replacement card for \$5.00.
Express delivery	\$35.00	A \$35.00 fee is charged for express delivery of a Card.
Automated phone customer service call	\$0.50	After the 4 <sup>th</sup> call per month, a \$0.50 fee is charged for each call made to the automated voice response system.
Live customer service call	\$5.00	After the 2 <sup>nd</sup> call per month, a \$5.00 fee is charged to call a live customer service representative.
ATM balance inquiry (US and international)	\$0	If you use an ATM not owned by us, you may be charged a fee by the ATM owner or operator.
ATM cash withdrawal fee—US	\$1.50	A \$1.50 fee is charged for each US ATM withdrawal. If you use an ATM not owned by us, you may also be charged an additional fee by the ATM owner or operator.
International ATM withdrawal	\$1.50 for withdrawal & up to 2% of transaction amount for conversion fee	A \$1.50 fee is charged for each international ATM withdrawal. A conversion fee of up to 2% of the international transaction amount is also charged. The exchange rate between the transaction currency and the billing currency is either a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable processing date, which rate may vary from the rate Visa receives, or the rate mandated by a government or governing body in effect for the applicable processing date.
Value unload	\$15.00	A \$15.00 fee is charged to remove all remaining funds from your Card.
Denied transaction	\$0.50	If a transaction is denied, a \$0.50 fee is charged.
Value reload (cash, electronic, check, deposit, or Visa ReadyLink)	\$0.50	Each time funds are added to your Card, a \$0.50 fee is charged.
International transaction	Up to 2% of transaction amount for conversion fee	A conversion fee of up to 2% of the international transaction amount is charged. The exchange rate between the transaction currency and the billing currency is either a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable processing date, which rate may vary from the rate Visa receives, or the rate mandated by a government or governing body in effect for the applicable processing date.

**Confidentiality.** We will disclose information to third parties about your account or the transfers you make:

- (a) Where it is necessary for completing transfers, or
- (b) In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or
- (c) In order to comply with government agency or court orders, or
- (d) If you give us your written permission.

**Documentation.**

- (a) **Terminal transfers.** You can get a receipt at the time you make any transfer to or from your account using an ATM or point-of-sale terminal.
- (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 1-833-729-2853 to find out whether or not the deposit has been made.

**Obtaining account information about your prepaid account.**

You may obtain information about the amount of money you have remaining in your prepaid account by calling 1-833-729-2853. This information, along with a 12-month history of account transactions, is also available online at [www.cumoney.com](http://www.cumoney.com). You also have the right to obtain at least 24 months of written history of account transactions by calling 1-833-729-2853, or by writing us at Services Credit Union, P.O. Box 3107, Naperville, Illinois 60566-7107. You will not be charged a fee for this information unless you request it more than once per month.

**Financial institution's liability.** 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:

- (a) If, through no fault of ours, you do not have enough money in your account to make the transfer.
- (b) If the automated teller machine where you are making the transfer does not have enough cash.
- (c) If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- (d) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- (e) There may be other exceptions stated in our agreement with you.

**ATM fees.** When you use an ATM not owned by us, you may be charged a fee by the ATM operator and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer. Please see "Fees" section above for fee amounts.

**In case of errors or questions about your prepaid account.** Telephone or write us as soon as you can, if you think an error has occurred in your prepaid account. We must allow you to report an error until 60 days after the earlier of the date you electronically access your account, if the error could be viewed in your electronic history, or the date we sent the FIRST written history on which the error appeared. You may request a written history of your transactions at any time by calling us or writing us. You will need to tell us:

- Your name and prepaid account number.
- Why you believe there is an error, and the dollar amount involved.
- Approximately when the error took place.

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 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 for the amount you think is in error, so that you will have 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. 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.

If you need more information about our error-resolution procedures, call us at 1-833-729-2853, or write us at Services Credit Union, P.O. Box 3107, Naperville, Illinois 60566-7107, or visit [www.cumoney.com](http://www.cumoney.com).

**Additional information about your prepaid account.** Your funds are not NCUA insured. Your funds will be held at or transferred to Services Credit Union. If Services Credit Union fails, you are not protected by NCUA deposit insurance and could lose some or all of your money. Your card is registered at account opening for other protections.

No overdraft/credit feature.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid). If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit [cfpb.gov/complaint](http://cfpb.gov/complaint).