

DISCLOSURE STATEMENT

We are pleased that you have chosen to take advantage of the convenience of our EFT service and we are supplying this Statement so you can familiarize yourself with the operational and legal functions of this service. Please read this Statement carefully as it contains important information about electronic funds transfer. Retain this along with your other account records in case you have any questions in the future.

In this Statement, the words “you”, “your” and “yours” mean any holder or other authorized user of your Pillar Credit Union Debit MasterCard® or Pillar Credit Union ATM Card. The words “we” and “us” mean the Pillar Credit Union. “EFT Terminal” means an electronic funds transfer terminal; this includes automated teller machines, point-of-sale terminals, and other EFT devices. “ATM / Debit MasterCard” means each magnetically encoded ATM / Debit MasterCard card provided to you by us. “PIN” means the personal identification number selected by you for use with your ATM / Debit MasterCard.

1. ATM / Debit MasterCard. Each ATM / Debit MasterCard issued to you is our property and may be cancelled or repossessed by us at any time, with or without cause. You must surrender to us on demand each ATM / Debit MasterCard issued to you. If you permit or authorize other persons to use your Card and PIN, you will be liable for the resulting transactions. To guard against anyone making a transaction that you have not authorized, you should take all reasonable precautions to prevent any other person from learning your PIN.

2. In Case of Errors or Questions about your Electronic Transfers

Call us at (740) 389-9960

Monday - Thursday, 8:30 a.m. to 4:30 p.m.

Friday, 8:30 a.m. to 5:30 p.m.

(excluding Holidays)

or

Write us at: Pillar Credit Union

300 Barks Rd. E.

Marion, OH 43302

promptly if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. **YOU MUST CONTACT US ONLY AT THIS TELEPHONE NUMBER OR ADDRESS ABOUT YOUR ERRORS OR QUESTIONS.** We must

hear from you no later than 60 days after we sent you 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 think is incorrect, and clearly explain why you believe it is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error and, if possible, the date it appeared on your statement.
- (4) It will be helpful to us if you also give us a telephone number at which you can be reached in case we need any further information.

If you notify us orally, we will require you to send us your complaint in writing within **10** calendar days.

We will report to you the results of our investigation within **10** calendar days following the date you notified us. We will correct any error promptly. If we need more time, however, we may take up to **45** calendar days to investigate your complaint or questions following the date you notified us. If we decide to use more time to investigate, within **10** calendar days following the date you notified us, we will credit your account 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. Time is doubled if it involves a new account. If we ask you to put your complaint or question in writing and we do not receive it within **10** calendar days following your oral notification, we may not credit your account.

If we decide that 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 our investigation.

3. Account Information. We will disclose information to third parties about your account or the transfers you make:

- (a) Where it is necessary for completing transfers or resolving errors involving transfers; or
- (b) In order to verify the existence and condition of your account for a 3rd party, such as a credit bureau or a merchant; or
- (c) In order to comply with government agency rules, court orders, or other applicable law; or
- (d) To our employees, service providers, auditors, collection agents, or attorneys, in the course of their duties; or
- (e) If you give us your written permission.

4. Transaction Receipts. You will get a receipt at the time you make any transfer to or from your account using an EFT Terminal.

5. Our Liability for Failure to Make Transfer. 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 transfer would go over the credit limit on your overdraft line, if you have one; (c) If the EFT Terminal or processing 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 we have taken; (e) If the funds in your account are subject to legal process or other encumbrance restricting the transfer; (f) If your PIN, or ATM / Debit Card is reported lost or stolen; or (g) If we are holding uncollected funds in your account and the transfer would require the use of those funds. There may be other exceptions stated in our account agreement with you.

6. Unauthorized Transfers.

a) Consumer liability. Tell us AT ONCE if you think your card and/or PIN has been lost, stolen, or used without your permission. Telephoning is the best way of minimizing your possible losses. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days, you can lose no more than \$50.00 if someone used your card and/or PIN without your permission.

(b) Additional limits on Liability for Debit MasterCard, when used for point-of-sale transactions. Your liability for unauthorized use of your debit card with the MasterCard® logo (when used as a Debit MasterCard) will not exceed (A) \$0.00 if the conditions set forth below have been met or (B) if those conditions have not been met, the lesser of \$50 or the amount of money, property, labor, or services obtained by the unauthorized use before notification to us. Zero liability will apply only if: (a) You report the loss or theft of your card within 24 hours of discovering it lost or stolen; and (b) You can demonstrate that you have exercised reasonable care in safeguarding your card from risk of loss or theft; and (c) You have not reported two or more incidents of unauthorized use to us

within the preceding 12 months; and (d) Your account is in good standing.

(c) If you do NOT tell us within 2 business days after you learn of the loss or theft of your ATM card/PIN, and we can prove we could have stopped someone from using your ATM card/PIN without your permission if you had told us, you could lose as much as \$500.

“Unauthorized use” means an electronic fund transfer from a consumer’s account initiated by a person other than the consumer without actual authority to initiate the transfer and from which the consumer receives no benefit. This additional limitation on liability does not apply to PIN-based transactions or transactions not processed by MasterCard®.

7. Types of Transactions. You may use your ATM / Debit MasterCard with your PIN to: (a) Withdraw cash from your checking or savings account; (b) Transfer funds between your checking and savings accounts; (c) Purchase goods or services at places that have agreed to accept the ATM / Debit Card; (d) Perform other ATM / Debit services as may be available from time to time, and for which we will send separate notification to amend this Statement.

Some of these services may not be available to you at all EFT Terminals. If you have more than one account with us, some of these services may not be available for each account. On each processing day, (a) You may withdraw from automated teller machines up to a maximum of **\$505** (or your available balance, if it is less than such amount) within a 24 hour period and (b) You may buy in goods or services up to a maximum of **\$1,005** (or your available balance, if it is less than such amount) within a 24 hour period. Every calendar day is a processing day, except Saturday and Sunday are treated as a single processing day. For security reasons, other limits on the number and size of transfers or withdrawals you can make using your ATM / Debit MasterCard may apply and will be disclosed to at the time you receive your card. In all cases, you agree to be responsible for all transfers authorized by you or from which you receive any benefit. If the EFT Terminal is “offline” you may not be able to withdraw cash or transfer money between your-accounts. **Please note: All purchases made using your card will be deducted from your checking account. No purchases will be permitted from a savings account.**

8. Periodic Statements. You will get a monthly account statement showing any activity done with your ATM/Debit card.

9. Fees. Notice Regarding ATM Fees By Others. When you use an automated teller machine that is not operated by us, you may be charged a fee by the operator of the machine and/or by an automated transfer network (and you may be charged a fee for a balance inquiry).

10. Modifications of This Statement; Termination. We may notify you from time to time with changes in this statement. We may also revoke your right to use your Pillar Credit Union Debit MasterCard or Pillar Credit Union ATM Card at any time. You agree to pay us for any cash withdrawals, service charges, or other items that remain unpaid at the time this agreement is for any reason terminated.

11. Applicable Law. This agreement is governed by the laws of the state of Ohio.

12. Special Terms and Conditions. By accepting, signing, or using a Debit MasterCard you agree not to effectuate any transaction which is unlawful under applicable law, such as unlawful gambling.

13. International Transactions. All foreign ATM withdrawals and POS transactions will be converted to U.S. dollars before being charged to your Account in accordance with MasterCard International regulations for international transactions in effect at the time of the transaction.

Important Information Regarding your Pillar Credit Union Debit MasterCard and your Pillar Credit Union ATM Card.

Keep your PIN confidential

- Never write your PIN on your card or repeat it to others

We will be happy to assist you whenever you have a question regarding:

- Use of your card
- Ordering additional cards
- Lost or stolen cards
- Other ATM locations



Federally insured
by NCUA



Member Agreement



Electronic Fund Transfer Services

