

ELECTRONIC SERVICES DISCLOSURE

Upon using any electronic fund transfer ("EFT") service, you agree to the terms of this Agreement and disclosure which governs the use of EFT services. In this Agreement the words "we", "us", and "our" mean the MECU and the words "you", and "your" mean the person or persons who signed the application for, or otherwise requested, the electronic transfer service and/or a card(s) and/or a Personal Identification Number (PIN) and/or a computer disk and each person to whom a card and/or a PIN and/or a disk has been issued.

Types of Available Transactions. (Some of the following services may not be available at all terminals or locations.)

1. Preauthorized Transfers. On certain scheduled recurring payments such as Social Security payments, employer compensation payments, pension payments, etc., you can arrange for the deposits to automatically be made to your accounts. You can also authorize us to make scheduled recurring payments from your checking accounts.

2. Terminal Transactions. You can use your Debit Card at any participating automated teller machine ("ATM") to:

- Deposit cash or checks to your checking or savings account
- Withdraw cash from your checking account
- Transfer funds between your checking and savings account

3. Merchant Transactions. You can also pay for purchases at VISA® merchants and other point of sale (POS) providers that have agreed to accept the card(s) and withdraw cash (if permitted by the merchant).

4. Home Banking Transactions or Automated Phone Transactions. These services allow you to:

- Obtain account balances on your savings, checking, loans, or other accounts.
- Transfer funds between your savings or checking account or make a loan payment (limited to the same member number if accessed).
- Inquire if checks have cleared.
- Check for payroll deduction or deposit information.
- Inquire as to total dividends earned and interest paid for year-to-date (and current accounting period). Check your loan due date and total loan payoff. Additionally, Home Banking allows you to:

Inquire as to the prior years' total interest paid and dividends earned; Check your deposit account available balance and maturity date; Check your loan account available balance and payment amount.

5. Telephone Transactions. You can arrange for transactions to be made on your deposit account(s) by telephone. However, we may require information which is necessary to properly identify you as an account owner. If we are not satisfied with the information, we may ask you to go to one of our offices to conduct the transaction.

Limitations on Preauthorized and Telephone Transactions. Federal regulations set limitations on the frequency of preauthorized and telephone transfers from savings accounts and money market accounts. Telephone transfers, as used in this section, refer to transfers initiated through Adeline (telephonic services), Online Banking, Home Banking, Mobile Banking, and those transfers initiated by telephoning the Credit Union with instructions to transfer funds from your savings or money market account. You may make only six preauthorized withdrawals and/or telephone transfers from your savings account each month or statement period. The Credit Union is not considered a third party for the purposes of repaying loans and associated expenses.

Limitations on Card Transactions ATM. There is no limit on the number of withdrawals per day, however there is a dollar amount limitation of \$400 cash per day and \$500 in purchases per day. The Credit Union may limit the amount of the withdrawal to current collected balances and all deposits are accepted on a provisional basis subject to collection through normal procedures.

Fees and Charges. There will not be a transaction charge for each purchase or withdrawal made with the Debit Card. There will be a \$5.00 fee to reissue a card. There will be a \$25.00 insufficient funds fee on a Debit card transaction.

Documentation of Transactions. At the time of using a card you will receive a receipt. If you have arranged to have direct deposits made to your account you can call us at (405) 813-5500 or access Home Banking to find out the deposit has been made. You will get a monthly checking account statement and a quarterly savings account statement detailing all transactions posted to the account.

Reporting Lost or Stolen Card(s) or PIN. You agree to notify us immediately, orally or in writing, at 101 N. Walker Ave., Oklahoma City, OK 73102 or telephone 1-800-808-7230 seven (7) days a week, 24 hours a day or (405) 813-5500 Monday through Friday 8:30 a.m. to 5:00 p.m., of the loss, theft, or unauthorized use that occurs after you notify us of the loss, theft, or possible unauthorized use. You will have no liability for unauthorized purchases made with your card, unless you are grossly negligent in the handling of your card.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSACTIONS. You are required to notify Municipal Employees Credit Union at 101 N. Walker, Oklahoma City, OK 73102 of any errors pertaining to your account not later than sixty (60) days after the print date on your FIRST statement on which the problem or error appeared. In the notification to MECU include the following:

- a. Your name and account number;
- b. A description of the error or the transfer that is in question. Please clearly explain why you believe this to be an error or why you need more information.
- c. The precise dollar amount of the error in question.

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 (or 5 business days for unauthorized use of a Debit Card per VISA limitations) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transaction occurred at a point-of-sale location or outside the United States or on a new account) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (or 5 business days for unauthorized use of a debit card per VISA limitations or 20 business days for a

new 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. 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. We will tell you the results within 3 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.

Business Days. Our business days are Monday through Friday. Holidays are not included.

Telephone Number and Address. If you believe your card or PIN has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call (405) 813-5500 during business hours and/or write:

Municipal Employees Credit Union of Oklahoma City
101 North Walker Ave.
Oklahoma City, OK 73102

Stop Payment of Preauthorized Transactions. If you have told us in advance to make regular payments out of your account, you can stop any of these payments by calling or writing us in time for us to receive your request three business days or more before the payment is scheduled to be made. If you call, we will require the request be in writing and received by the Credit Union within two weeks after you call. If these regular payments vary in amount, the person you are going to pay should advise 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.) If you order us to stop one of these payments three business days or more before the transfer is scheduled, and we do not do so, we may be liable for your losses or damages.

Liability for Failure to Make Transactions. If we do not complete a transaction 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 complete the transaction.
- If, the ATM where you are making the transaction does not have enough cash.
- If the terminal or equipment was not working properly and you knew about the breakdown when you started the transaction.
- If your account has insufficient collected funds.
- If the funds in your account are subject to legal or other encumbrances. If you have reported your card or PIN lost or stolen.
- If your card or PIN is canceled.
- If your Home Branch privileges have been canceled.
- If circumstances beyond our control (such as fire or flood) prevent the transaction, despite reasonable precautions that we have taken.

Disclosure of Account Information. We will disclose information to third parties about your account or the transactions you make:

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

Cancellation Cards. We are not, under any circumstances, obligated to reissue a lost or stolen card. We may cancel or invalidate your card at any time. You may cancel your card by cutting it in half and returning the pieces to us at one of our Credit Union locations.

Applicable Law. This Agreement shall be governed by the laws of the State of Oklahoma to the extent not preempted by federal law. We may amend this Agreement at any time by giving you notice as required by law of such changes. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSACTIONS telephone us at 405-813-5500 or write us at:

Municipal Employees Credit Union of Oklahoma City
101 North Walker Ave.
Oklahoma City, OK 73102

As soon as you can, if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt we must hear from you no later than 60 days after we send the FIRST statement on which the problem or error appeared.

Please: a. Tell us your name and account number b. Describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information. 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 tell you the result of our investigation within 10 days (or 20 business days if the transaction occurred at a point-of-sale location or outside the United States) (or 5 business days for unauthorized use of a Debit card per VISA limitations) after we hear from you and correct any error promptly. If we need more time, however, we may take up to 45 days (or 90 days if the transaction occurred at a point-of-sale location or outside the United States) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transaction occurred at a point-of-sale location or outside the United States) (or 5 business days for unauthorized use of a Debit card per VISA limitations) 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. 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.