

## ERROR RESOLUTION NOTICE

In Case of Errors or questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed in this brochure, 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. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- Tell us your name and account number (if any).
- 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.
- 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 for VISA® Debit/ATM card point-of-sale transactions and 20 business days if the transfer involved a new account) 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 transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (5 business days for VISA® Debit/ATM card point-of-sale transactions and 20 business days if the transfer involved 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. Your account is considered a new account for the first 6 months after the first deposit is made, unless each of you already has an established account with us before this account is opened. We will tell you the results within 3 business days after completing our investigation. If we decide there was no error, we will send you a written explanation. You may ask for copies that we used in our investigation.

### Metrum Community Credit Union

#### Member Services

6980 S. Holly Circle

Centennial Co 80112

Business Days: Monday through Friday

Excluding Federal Holidays

Phone: (303)770-4468

More Detailed information is available on request

## ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

**Preauthorized Credits-** You may make arrangements for certain direct deposits to be accepted into your share draft, share saving or loan account(s).

**Preauthorized Payments-** You may make arrangements to pay certain recurring bills from your share draft or share savings account (s).

**Electronic Check or Draft Conversion- types of transfers-** Your check or draft can result in an electronic funds transfer. This can happen in several ways. For example: You can purchase goods or pay for services and authorize a merchant or service provider to convert your check or draft into an electronic funds transfer. At the time you offer a check or draft to a merchant or service provider, you may be asked to authorize the merchant or service provider to electronically collect a charge in the event the

check or draft is returned for insufficient funds. Paying such a fee electronically is an electronic funds transfer. Your authorization to make these types of electronic funds transfers may be expressed in writing or implied through the posting of a sign.

**Telephone Transfers- types of transfers-** You may access your account by telephone 24 hours a day at (303) 770-5687 using your personal identification number, a touch tone phone, and your account number, to:

- Transfer funds from allowed accounts
- Make payments from share draft to loan accounts with us
- Make payments from share savings to loan accounts with us
- Get information about account balances and history

**Online banking/Internet Account Access Computer Transfers- types of transfers-** You may access your account(s) by computer through the internet by logging onto our website at [www.metrumcu.org](http://www.metrumcu.org) and using your password and your account numbers, to:

- Transfer funds from available accounts
- Make payments from share draft to loan accounts with us
- Make payments from share savings to loan accounts with us
- Get information about account balances and history

**ATM Transfers- types of transfers, dollar limitations, and charges-** You may access your account(s) by ATM using your Debit/ATM Access Card and personal identification number, to:

- Make deposits to share draft account(s) with a debit card
- Make deposits to share savings account(s) with a debit card
- Get cash withdrawals from share draft account(s) with a debit card
  - You may withdraw no more than \$500.00 per day (some ATM's may have separate transaction limits)
  - *Second Chance* Checking members may withdraw no more than \$200 per day.
  - There is a charge of \$1.00 per transaction after the first five (5) free per month
- Get cash withdrawals from share savings account(s) with a debit card
  - You may withdraw no more than \$500.00 per day (some ATM's may separate transaction limits)
  - *Second Chance* Checking members may withdraw no more than \$200 per day.
  - There is a charge of \$1.00 per transaction after the first five (5) free per month
- Transfer funds from share savings to share draft account(s) with a debit card
- Transfer funds from share draft to share savings account(s) with a debit card

Some of these services may not be available at all terminals.

### Types of Debit/ATM Access Card Point-of-Sale Transactions

- You may access your share draft account(s) to purchase goods (in person, by phone, or online), pay for services (in person, by phone, or online), and do anything that you can do with a credit card (that a participating merchant will accept with a credit card).

**Point-of-Sale Transactions- charges-** Using your card:

The charge for your card (whether or not the card is used in the period) is \$10.00 per year.

**Currency Conversion-** When you use your VISA Debit/ATM Card at a merchant that settles in currency other than US dollars, the charge will be converted into the US dollar amount. The currency conversion rate used to determine the transaction amount in US dollars is either a wholesale market rate or the government mandated rate in effect the day before the processing date, increased by 1%. The conversion rate in effect on the processing date may differ from the rate in effect on the transaction date or the posting date.

## Non-Visa Debit Transaction Processing

We have enabled non-Visa debit transaction processing. This means you may use your Visa-branded debit card on a PIN-Debit Network\* (a non-Visa network) without using a PIN. The non-Visa debit network(s) for which such transactions are enabled are: CO-OP and Plus. Examples of the types of actions that you may be required to make to initiate a Visa transaction on your Visa-branded debit card include signing a receipt, providing a card number over the phone or via the Internet, or swiping the card through a point-of-sale terminal. Examples of the types of actions you may be required to make to initiate a transaction on a PIN-Debit Network include initiating a payment directly with the biller (possibly via telephone, Internet, or kiosk locations), responding to a logo displayed at a payment site and choosing to direct payment through that network, and having your identity verified using known information derived from an existing relationship with you instead of through use of a PIN. The provisions of your agreement with us relating only to Visa transactions are not applicable to non-Visa transactions. For example, the additional limits on liability (sometimes referred to as Visa's zero-liability program) and the streamlined error resolution procedures offered on Visa debit card transactions are not applicable to transactions processed on a PIN-Debit Network. \* Visa rules generally define **PIN-Debit Network** as a non-Visa debit network that typically authenticates transactions by use of a personal identification number (PIN) but that is not generally known for having a card program.

**Advisory Against Illegal Use-** You agree not to use your card(s) for illegal gambling or other illegal purpose. Display of a payment card logo by, for example, and online merchant does not necessarily mean that transactions are lawful in all jurisdictions in which the cardholder may be located.

## FEES

Except as indicated elsewhere, we do not charge for these electronic fund 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).

## DOCUMENTATION

**Terminal transfers.** You can get a receipt at the time you make any transfer to or from your account using one of our automated teller machines point-of-sale terminals. *Exception for receipts in small-value transfers.* A financial institution or merchant is not subject to the requirement to make available a receipt if the amount of the transfer is \$15 or less.

**Periodic statements.** You will get a monthly account statement from us for your share draft accounts.

You will get a monthly account statement from us for your share savings accounts, unless there are no electronic fund transfers in a particular month. In any case, you will get a statement at least quarterly.

## PREAUTHORIZED PAYMENTS

**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. Here is how: Call or write us at the telephone number or address listed in this brochure 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 to us within 14 days after you call. Please refer to our separate fee schedule for the amount we will charge you for each stop-payment order you give.

**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.)

**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 transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

## FINANCIAL INSTITUTION'S 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 you have an overdraft line and the transfer would go over the credit limit.
- 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.

## CONFIDENTIALITY

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

- Where it is necessary for completing transfers; or
- In order to verify the existence and condition 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
- As explained in the separate privacy disclosure.

## UNAUTHORIZED TRANSFERS

### Consumer Liability.

*Generally.* Tell us AT ONCE if you believe your card and/or code has been lost or stolen. Telephoning is the best way of keeping your possible losses down. If the unauthorized use of your lost or stolen card and/or code occurs through no fault of yours, no liability will be imposed on you. Otherwise you will be liable for the lesser of: \$50 or the amount of any money, property, or services obtained by unauthorized use of the card and/or code before you gave us notice.

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. This rule does not apply if the unauthorized transfer was made using your lost or stolen card and/or code. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time period.

*Additional Limit on Liability for VISA® Debit/ATM Card.* Unless you have been grossly negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen VISA® Debit/ATM card. This additional limit on liability does not apply to ATM transactions, to transactions using your Personal Identification Number which are not processed by VISA®, or to commercial cards.

**Contact in event of unauthorized transfer.** If you believe your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write us at the telephone number or address listed in this brochure.