

QUEST FEDERAL CREDIT UNION

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KENTON, OH 43326
419-674-4998

ELECTRONIC FUND TRANSFERS / YOUR RIGHTS & RESPONSIBILITIES

ELECTRONIC FUNDS TRANSFERS YOUR RIGHTS & RESPONSIBILITIES

Indicated below are types of Electronic Funds 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. **Electronic Funds Transfers Initiated By Third Parties.** You may authorize a third party to initiate electronic funds transfers between your account and the third party's account. These transfers to make or receive payment may be a one-time occurrence or may recur as directed by you. These transfers may use Automated Clearinghouse (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. In some cases, your authorization can occur when the merchant posts a sign informing you of their policy. In all cases, the transaction will require you to provide the third party with your account number and credit union information. This information can be found on your check or draft as well as on a deposit or withdraw slip. Thus you should only provide your credit union 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 funds transfers. Examples of these transfers include, but are not limited to:

*Preauthorized credits. You may make arrangements for certain direct deposits to be accepted into your share draft savings 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. You may provide your check or draft for the encoded credit union and account information. The merchant or service provider will then use this information to convert the transaction into an electronic funds transfer. This may occur at the point of purchase, or when you provide your check or draft by other means such as by mail or drop box.

*Electronic returned check or draft charge. Some merchants or service providers will initiate an electronic funds transfer to collect a charge in the event a check or draft is returned for insufficient funds.

You may access your account by telephone 24 hours a day at (800)860-5704 using your personal identification number, a touch tone phone, and your account numbers, or It's Me 24/7! online banking platform to:

- * transfer funds between any of your share and share draft accounts
- * make payments from your accounts to a loan with us
- * get your current balances and your recent activity

ATM Transfers-types of transactions and dollar limitations

You may access your account(s) by ATM using your ATM card and personal identification number or Debit Card and personal identification number, to:

- * make deposits to savings or checking if granted access
- * make withdrawals from savings or checking (\$500 limit per day)
- * transfer funds among accounts
- * receive current balances (actual and available balances)

Merchant Transactions

You may access your share draft account(s) to purchase goods (in person or by phone), pay for merchant type transactions.

You may access your share draft accounts(s) to purchase goods (in person or by phone), pay for services (in person or by phone), get cash from a merchant, if the merchant permits, or from a participating financial institution and do anything that can be done with a credit card (that a participating merchant will accept a credit card).

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.)

Terminal transfers

You may get a receipt at the time you make a transfer to or from your account using one of our automated teller machines or point-of-sale terminals.

Preauthorized Credits

If you have arranged to have direct deposits made to your account you can call us at 419-674-4998 to find out whether or not the deposit has been made.

Fees

*We do not charge for direct deposits to any type of account.

*We do not charge for preauthorized payments from any type of account.

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

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 not 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 it 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 payments may vary in amount, the person you are going to pay is to tell you, 10 days prior to 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, we will be liable for your losses or damages.

*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: (1) If, through no fault of ours, you do not have enough money in your account to make the transfer. (2) If you have an overdraft line and the transfer would go over the credit limit. (3) If the automated teller machine where you are making the transfer does not have enough cash. (4) If the terminal or system was not working properly and you knew about the breakdown when you started the transfer. (5) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken. (6) 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
- *if you give us written permission.

Unauthorized Use of your Debit/ATM Card

Consumer liability (generally)

If you believe your card and/or PIN has been lost or stolen notify us immediately. We can be reached by calling any of our locations during regular business hours or call 800.808.6402 24 hours per day 7 days per week.

If you permit someone else to use your card you are responsible for all transactions that person authorizes or conducts on your account. That person is considered authorized for use until you notify the Quest FCU that you have revoked permission, at that time new card will be issued.

"UNAUTHORIZED USE" is defined as any use of your debit card by a person who does not have actual or implied authority for use and from whom you received no benefit.

Your Liability for Unauthorized Electronic Funds Transfers

Notify us AT ONCE if you believe:

- your account may have been accessed without your authority
- your card, code, or password have been lost or stolen
- someone has transferred or may transfer money from your account without your permission
- an electronic funds transfer has been made without your permission using information from your check.

If you tell us within two (2) business days after you discover access to your account has been lost or stolen, your liability is no more than \$50.00 should someone access your account without permission. If you do not tell us within two (2) business days after discovery of such loss or theft, and we can prove that unauthorized use could have been prevented had you told us, your liability could be as much as \$500.00.

If you do not tell us within sixty (60) days after your statement was delivered to you or any unauthorized or fraudulent use of your account, you may not get back any of the money you lost after the sixty (60) days if we can prove that we could have stopped the taking of funds if you had notified us in time. If a good reason (such as long trip or hospital stay) prevented you telling us, we may in our sole discretion extend the time periods.

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.

- (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 (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 if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question.

We will credit your account within 10 business days (20 business days if the transfer involves a new account) for the amount you think is in the 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 30 days 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 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.

****THIS ERROR CORRECTION PROCEDURE DOES NOT APPLY TO BUSINESS ACCOUNTS OR TO BUSINESS TRANSACTIONS PERFORMED VIA YOUR ACCOUNT. TRUST ACCOUNTS AND CUSTODIAL ACCOUNTS ARE EXEMPT FROM THIS PROCEDURE IN SOME STATES.**

Business Days

Our business hours are Monday thru Thursday 8:00 to 4:30 & Fridays 7:30 to 5:00 with extended drive thru hours to 5:30. Holidays not included.

Multple Currency Conversion Rate

Currently when a purchase is made in a foreign country, the transaction amount is converted to U.S. dollars, and adjusted by a 1% currency conversion fee. When the transaction is posted to your account the total amount (purchase amount plus conversion fee) appears as a single transaction on your billing statement. Effective April 2, 2005, the currency conversion fee will be discontinued. Instead, a 1% International Transaction Fee will be assessed on all transactions where the merchant country differs from the country of the card issuer. The converted transaction amount will be shown separately from the International Transaction Fee on your billing statement. This fee will be assessed on all international purchases, credit vouchers, and cash disbursements.