



## BUSINESS MEMBERSHIP AND ACCOUNT AGREEMENT

### This Booklet Contains

Privacy Policy  
Membership and Accounts

Funds Availability Policy

Electronic Services Agreement  
Digital Services Agreement

### Locations to Serve You

**DuPont Branch**  
1495 Wilmington Drive Suite 100  
DuPont, WA 98327

**Madigan Branch**  
9035 Jackson Avenue  
Joint Base Lewis McChord, WA 98433

**University Place Branch**  
4323 Bridgeport Way W  
UniversityPlace, WA 98466

**Fort Lewis Main Office**  
2201 N. 12<sup>th</sup> Street  
Joint Base Lewis McChord, WA 98433

**North Fort Branch**  
11574 A Street  
Joint Base Lewis McChord, WA 98433

**Yelm Branch**  
415 E. Yelm Avenue  
Yelm, WA 98597

**Graham Branch**  
9921 224<sup>th</sup> Street E  
Graham, WA 98338

**South Tacoma Branch**  
1917 S. 72<sup>nd</sup> Street, Suite 25/26  
Tacoma, WA 98408

**Yelm Walmart Branch**  
17100 WA – 507 SE  
Yelm, WA 98597

**Lacey Branch**  
8308 Quinault Drive NE  
Lacey, WA 98516

**Spanaway Branch**  
17007 Pacific Avenue S  
Spanaway, WA 98387

**Lakewood Branch**  
6310 Mt. Tacoma Drive SW  
Lakewood, WA 98499

**Tumwater Branch**  
4212 Capital Blvd SE Suite 100  
Tumwater, WA 98501

### How to Contact Your Credit Union

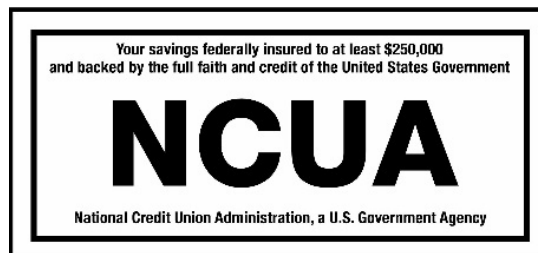
**Mail:** America's Credit Union  
P.O. Box 5060  
DuPont, WA 98327

**Phone:** 253-964-3113 or  
**Toll Free:** 866-968-7128  
**Text:** 253-964-3113 (Message and data rates apply)  
**Email:** [membercontactcenter@youracu.org](mailto:membercontactcenter@youracu.org)

### Keep This Booklet for Your Records

Last revised May 1, 2026

This credit union is federally insured by the National Credit Union Administration.



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# FACTS

## WHAT DOES AMERICA’S CREDIT UNION, A FEDERAL CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?

### Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

### What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income
- account balances and payment history
- credit history and credit scores

### How?

All financial companies need to share members’ personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members’ personal information; the reasons America’s Credit Union chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does America’s Credit Union share?	Can you limit this sharing?
<b>For our everyday business purposes—</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes—</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates’ everyday business purposes—</b> information about your transactions and experiences	No	We do not share
<b>For our affiliates’ everyday business purposes—</b> information about your creditworthiness	No	We do not share
<b>For nonaffiliates to market to you</b>	Yes	Yes

### To limit our sharing

- Call toll free 866-968-7128 or local 253-964-3113 press 1, then # to speak to a Member Contact Center Representative.

**Please note:**

If you are a *new* member, we can begin sharing your information 30 days from the date we sent this notice. When you are *no longer* our member, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

### Questions?

Call toll free 866-968-7128 or local 253-964-3113 press 1, then # to speak to a Member Contact Center Representative.

## What we do

<b>How does America's Credit Union protect my personal information?</b>	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
<b>How does America's Credit Union collect my personal information?</b>	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> <li>■ open an account or deposit money</li> <li>■ pay your bills or apply for a loan</li> <li>■ use your credit or debit card</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
<b>Why can't I limit all sharing?</b>	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> <li>■ sharing for affiliates' everyday business purposes—information about your creditworthiness</li> <li>■ affiliates from using your information to market to you</li> <li>■ sharing for nonaffiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing.</p>
<b>What happens when I limit sharing for an account I hold jointly with someone else?</b>	Your choices will apply to everyone on your account.

## Definitions

<b>Affiliates</b>	<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>■ <i>None</i></li> </ul>
<b>Nonaffiliates</b>	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>■ <i>Nonaffiliates we share with can include companies, such as, insurance companies.</i></li> </ul>
<b>Joint marketing</b>	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>■ <i>Our joint marketing partners include insurance companies and credit card companies.</i></li> </ul>

## MEMBERSHIP AND ACCOUNT AGREEMENT

This Agreement is the contract of deposit, which covers your and our rights and responsibilities concerning Business Membership and Account(s) offered to you by America's Credit Union, a Federal Credit Union (Credit Union). In this Agreement, the words "you" and "yours" mean those who execute the Business Account Card (Account Card). The words "we," "us," "our," and "ACU" mean America's Credit Union. The word "account" means any one or more share accounts you have with the Credit Union.

By signing the Business Account Card or completing and transmitting an online account authorization or service request that is a part of the Agreement each of you, jointly and severally, agree to the terms and conditions in this Agreement including the Funds Availability Policy, Electronic Services Agreement, Privacy Policy and the Truth-in-Savings Disclosures (Rates and Fee Schedule) accompanying this Agreement, any account receipt, the Credit Union's Bylaws and policies, and any amendments, which collectively govern your Business Membership and Accounts. You agree that additional accounts and services you request in the future will be governed by this Agreement as amended from time to time.

You warrant and agree that you will not use any Credit Union Accounts or Services, including but not limited to loans, to make or facilitate any illegal transactions as determined by applicable law; and that any such use, including any such authorized use, will constitute a breach of this Agreement.

### I. MEMBERSHIP AND ACCOUNTS

#### 1. Information about Procedures for Opening New Accounts

To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. When you open an account, we will ask you your name, address, date of birth and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

#### 2. Membership Eligibility

To be eligible for membership in the Credit Union you must be an individual or entity qualifying within the Credit Union's field of membership and must satisfy the membership requirements in the Credit Union's Bylaws. You authorize us to check your account, credit, and employment history by any means allowed by law, including obtaining credit reports and credit scores from third parties, including consumer reporting agencies from time to time to verify your eligibility and qualifications for any accounts and services you request, that we may offer, or to which you qualify. Any Authorized Signer designated on the Business Account Card may cast votes on behalf of the organizational member at any regular or special meeting.

#### 3. Individual Business Accounts

An individual account is an account owned by one depositor including any individual or sole proprietor qualified for Credit Union membership. If the account is an individual account, the interest of a deceased individual owner will pass, subject to applicable law, to the decedent's estate.

#### 4. Account Authorization

You must designate on the Business Account Card who is authorized to act on behalf of the Member/Account Owner as an Authorized Signer. At least one Authorized Signer signing this Business Membership Application / Update is a corporate officer: President, Vice President, Treasurer or Secretary, general partner, LLC Manager/Member, or owner, or other organization officer as applicable. You agree to notify the Credit Union of any change in authority. The Credit Union may rely on the written authorization until the Credit Union is informed of changes in writing and has had a reasonable time to act upon such notice. The Credit Union may require that third party checks payable to a club or association may not be cashed but must be deposited to the account. The Credit Union shall have

no notice of any breach of fiduciary duties arising from a transaction by any agent of the account owner, unless the Credit Union has actual notice of any wrongdoing,

- Authorized Signers. The persons named on the Business Account Card or Account Change of Authority as Authorized Signers are authorized to act on behalf of the Member with respect to accounts based upon the authority set forth on the Business Account Card or Account Change of Authority
- Authority of Authorized Signers. The persons named on the Business Account Card or Account Change of Authority are authorized to transact any business of any nature with the Credit Union on behalf of the Member/Account Owner and take any action regarding the Accounts. The Member/Account Owner agrees to notify the Credit Union in writing of any change in the Authorized Signers' authority. The Credit Union may request any other evidence of an Authorized Signer's authority at any time.

The Credit Union is directed to accept and pay without further inquiry any item, signed by an Authorized Signer drawn against any of the Member's accounts. Unless otherwise indicated, any one Authorized Signer is expressly authorized to endorse all items payable to or owned by the Member for deposit with or collection by the Credit Union and to perform any other transaction permitted under the Agreement.

The authority given to the Authorized Signers named on the Business Membership Application / Update shall remain in full force until written notice of revocation or a Business Membership Application / Update is delivered to and received by the Credit Union at each location where an account is maintained. Any such notice shall not affect any items in process at the time notice is given. An Authorized Signer shall notify the Credit Union of any change in the Member's composition, assumed business names, or any aspect of the entity affecting the deposit relationship between the Member and the Credit Union before any such change occurs. The Credit Union shall have no duty to inquire as to the powers and duties of any Authorized Signer and shall have no notice of any breach of fiduciary duties by any Authorized Signer unless the Credit Union has actual notice of wrongdoing.

#### 5. Deposit Requirements

Funds may be deposited to any account in any manner approved by the Credit Union in accordance with the requirements set forth on the Rate and Fee Schedule. All accounts are non-assignable and non-negotiable to third parties. You agree not to deposit any substitute check or similar item that you have created, or for which no financial institution has provided any substitute warranties and indemnity. If you do so, you agree to indemnify the Credit Union for all losses the Credit Union incurs in connection with the substitute check or item. You agree not to deposit any substitute check without our consent.

#### *Endorsements*

You authorize the Credit Union, in its discretion, to accept transfers, checks, drafts, and other items for deposit into any of your accounts, whether or not they are endorsed by all payees. You authorize the Credit Union to supply missing endorsements if the Credit Union chooses to supply such endorsements. The Credit Union reserves the right to verify all endorsements on third party checks presented for deposit either in person or by comparison with member signature files. If insurance, government, and certain other checks or drafts require an endorsement as set forth on the back of the check, the Credit Union may require endorsement as set forth on the check. Endorsements must be placed in the space on the back of the check between the top edge and 1-1/2 inches from the top edge. The Credit Union may accept drafts or checks with endorsements outside this space. However, if any such endorsement or other markings you or any prior endorser make on the check cause any delay or error in processing the item for payment, you will be responsible for any loss incurred by the Credit Union due to the delay or error.

#### *Collection of Items*

The Credit Union shall not be responsible for deposits made by mail or at an unstaffed facility until the Credit Union receives them. In handling items

for deposit or collection, the Credit Union only acts as your agent and assumes no responsibility beyond the exercise of ordinary care. The Credit Union will not be liable for default or negligence of any correspondent or for loss in transit, and each correspondent will only be liable for its own negligence. The Credit Union reserves the right to send any item for collection. The Credit Union, in receiving items from you for withdrawal or deposit, acts only as your agent and reserves the right to reverse the credit for any deposited items or to charge your account for the items should they become lost in the collection process.

#### *Final Payment*

All items or Automated Clearing House ("ACH") transfers credited to your account are provisional and subject to our receipt of final payment. If final payment is not received, we reserve the right to charge your account for those items or ACH transfers and impose a return fee on your account. After we have received final payment, we refer to these deposits as collected items. If the Credit Union incurs any fee to collect any item, the Credit Union may charge such fee to your account. The Credit Union reserves the right to refuse or to return all or any item or funds transfer. The Credit Union shall have the right to charge back against your account all previously deposited items or other items endorsed by you that are returned to the Credit Union unpaid, regardless of whether the amount of the item has been available for your use.

#### *Direct Deposits*

The Credit Union may offer direct deposit options allowing you to preauthorize deposits (i.e., payroll checks, Social Security or retirement checks, or other government checks) or preauthorize transfers from other accounts at the Credit Union. You must authorize any direct deposits to your accounts by a separate authorization form. If applicable, you must notify the Credit Union at least thirty (30) days prior to any direct deposit or preauthorized transfer if you wish to cancel or change the direct deposit or direct transfer option. Upon filing of bankruptcy, if you fail to cancel any direct deposit authorization, you instruct your employer and the Credit Union to make and apply direct deposits in accordance with your authorization on file with the Credit Union. If the Credit Union is required to reimburse the U.S. Government for any benefit payment directly deposited into your account for any reason, you agree the Credit Union may deduct the amount returned from any of your accounts unless prohibited by law.

#### *Crediting of Deposits*

Deposits made on Saturdays, Sundays, and Credit Union holidays will be credited to your account on the next business day. Ask for our current deposit cutoff time. Deposits received at unstaffed facilities such as night depositories will be credited on the day funds are removed and processed by the Credit Union and are subject to adjustment based on our verification of the items deposited. Items drawn from an institution located outside the United States will not be accepted for deposit. Deposits will be credited to your account when we receive final payment. You waive any notice of non-payment, dishonor, or protest regarding any items purchased or received by the Credit Union for credit to your account or for collection.

### **6. Account Access**

#### *Authorized Signature*

We require your authorized signature on your Business Account Card before we will honor transactions on your account(s). The Credit Union is authorized to act on the signature of any one Authorized Signer, even if you maintain internal authorization requirements for multiple signatures. We will not be responsible for verifying the number of signatures on any transactions. Also, we will not be liable for refusing to honor any item or instruction of yours if it believes in good faith that the signature on such item or instruction is not genuine. If you open your account electronically and/or do not provide us with a physical signature, you agree that we may, without liability, accept as genuine any signature that appears to be yours. If you have authorized the use of a facsimile signature, the Credit Union may honor any draft that appears to bear your facsimile signature even if it was made by an unauthorized person. If you give your account number to

a third person, you authorize us to honor transactions initiated by the third person even if you did not specifically authorize a particular transaction. You agree that your electronic consent is your electronic signature which specifically records your signature and constitutes your agreement to the terms and conditions of this Agreement. You agree your electronic signature captured and stored as an image by electronic means shall be sufficient to evidence of your assent to be contractually bound by the Agreement and shall constitute a valid signature for purposes of any provision of this Agreement.

#### *Access Options*

You may make withdrawals or transfers from your account in any manner which is permitted by the Credit Union (i.e., check, automated teller machines (ATMs), debit card, in person, by mail, automatic transfer, Online Banking, Mobile Banking or Online Bill Payment). If the Credit Union accepts any draft that is not drawn on a form provided by the Credit Union, you will be responsible for any loss incurred by the Credit Union for handling the draft. The Credit Union may return as unpaid any check that is not drawn in the form provided by the Credit Union.

#### *ACH & Domestic Wire Transfers*

If offered, you may initiate or receive credits or debits to your account via wire transfer or ACH (Automated Clearing House) transfer. You agree that if you receive funds by a wire or ACH transfer, the Credit Union is not required to notify you at the time the funds are received. Instead, the transfer will be shown on your periodic statement. The Credit Union may provisionally credit your account for an ACH transfer before it receives final settlement for the transfer. You agree that if the Credit Union does not receive final settlement for a transfer, it may reverse the provisional credit to your account, or you will refund the amount to the Credit Union. When you initiate a wire transfer, you may identify either the recipient or any financial institution by name and by account number. The Credit Union (and other institutions) may rely on the account or other identifying number you give as the proper identification number, even if it identifies a different party or institution. Terms and conditions for international wire transfers will be provided at the time of the transfer transaction. Domestic wire transfers are governed by the Uniform Commercial Code Section 4A, and (if the transfer is cleared through the Federal Reserve) by Federal Reserve Regulation J. International wire transfers are governed by the Bureau of Consumer Financial Protection Regulation E. ACH transactions are governed by the rules of the National Automated Clearing House Association. Under those rules, if you have revoked your authorization for previously authorized ACH transactions, the Credit Union will not be responsible for the unauthorized ACH debits to your account if you fail to notify us in writing within 15 days after we send, or make available to you, the statement containing that entry. You agree that the authorized transfer to or from your account must comply with all applicable federal and state laws or regulations including OFAC (Office of Foreign Asset Control) regulations.

#### *International ACH Transactions*

You understand that in the event of an International ACH Transaction ("IAT") Entry that is transmitted to or from any one of your accounts is identified and designated by the Credit Union's screening criteria for review and examination under the OFAC Rules and Regulations ("OFAC Rules"). The settlement of such an IAT Entry may be delayed or suspended pending the Credit Union's review of the IAT Entry and may be terminated under applicable OFAC Rules. You acknowledge that we may be required to place an indefinite hold on the funds covered by the IAT Entry if the IAT Entry is required to be terminated under the OFAC Rules. You agree that any delay described above will be a permissible delay under the regulations applicable to the availability of funds held in deposit accounts. In the event an IAT Entry is delayed or terminated, we will provide you such notice as may be required by applicable laws and regulations

#### *Electronic Check Transactions*

- **Electronic Checks.** If you authorize a merchant to electronically debit your checking account using the routing, account and serial number of your check to initiate the transfer, whether the check is blank, partially or fully completed and signed, such authorization is an

electronic check conversion. An electronic check conversion is an electronic funds transfer (“EFT”) subject to the terms in section **III. ELECTRONIC SERVICES AGREEMENT**. You authorize us to honor any electronic check conversion from your checking account just the same as a regular written check.

- **Electronic Re-presented Checks.** If you write a check that we return unpaid because of insufficient or uncollected funds, payee or any subsequent holder of the check may re-present the check to us through an electronic instruction (“Electronic Re-presented Check”) to charge your account for the check. If we receive an electronic re-presented check, we will pay or return the electronic re-presented check as if the original paper check was presented to us. Any collection fee you authorize the merchant to debit from your account is an electronic funds transfer subject to the terms in section **III. ELECTRONIC SERVICES AGREEMENT**. If you want to reverse an electronic re-presented check, you must give us an affidavit within 15 days after we send or make available to you the periodic statement that reflects payment of that electronic re-presented check. In your affidavit you must declare and swear under oath that the electronic re-presented check was ineligible or unauthorized. If we receive proper notice or affidavit from you within the 15-day period, we will credit your account with the amount of the charge. If you wish to stop payment of any electronic re-presented check, you must follow the procedures contained in this Agreement for stopping payment of checks, not the procedures for stopping payment on electronic loan or bill payments. If you ask us to request the depositor’s bank to send us the original paper check or a copy of the paper check, and we provide it to you, you agree that you will not seek to have your account credited due to a prior stop payment order or if the item is otherwise ineligible for collection.

#### *Credit Union Examination*

The Credit Union may disregard information on any check other than the signature of the drawer and amount of the item and any magnetic encoded information. You agree the Credit Union does not fail to exercise ordinary care in paying an item solely because its procedures do not provide for sight examination of items.

#### **7. Account Rates and Fees**

The Credit Union's payment of interest or dividends on any account is subject to the account rates, fees, earnings, payment and balance requirements as set forth on the Rate and Fee Schedule. You agree the Credit Union may impose fees for the deposit account services provided by the Credit Union. A current Rate and Fee Schedule has been provided to you separately. You agree the Credit Union may change the Rate and Fee Schedule from time to time and you will be notified of such changes as required by law.

#### *Account Relationship Pricing*

The Credit Union may offer special rate promotions from time to time based on your account relationship with us.

#### **8. Withdrawal Restrictions**

The Credit Union is only required to permit a withdrawal if you have sufficient available funds in your account to cover the full amount of the withdrawal. Checks or other transfer or payment orders which are drawn against insufficient available funds will be subject to a service fee, set forth in the Rate and Fee Schedule. If there are sufficient available funds to cover some but not all of your withdrawal orders, the Credit Union may allow those withdrawals for which there are sufficient available funds in any order at the Credit Union’s discretion. The Credit Union may also refuse to allow a withdrawal in other cases, for example: any dispute between the owners about the account (unless a court has ordered the Credit Union to allow the withdrawal), a legal garnishment or attachment is served, the account secures an obligation to the Credit Union, any required documentation has not been presented, or you fail to repay a Credit Union loan on time. You will be advised of the reasons for refusal if such action is taken. The Credit Union reserves the right to require members to give notice in writing of any intended withdrawals from any account (except checks) of not less than

seven (7) days and up to sixty (60) days, as required by law, before such withdrawal.

#### **9. Overdrafts**

*Order in Which Checks and Other Items are Paid.* In general, we pay checks and other transactions in the order in which they are presented to us for payment, regardless of when you issued or authorized them. Insufficient balances on your account may result from 1) checks, 2) automated clearing house (ACH) debits such as online bill payment transactions, 3) payments authorized by an owner or other withdrawal requests, 4) items deposited by an owner and returned unpaid by the paying institution, and 5) imposition of service charges. Checks and ACH debits may be presented to us in batches or data files and are paid when we process the data file. Checks in the same data file may be processed in any order we deem appropriate. Checks presented for payment at one of our branches are processed at the time of payment. Debit card transactions are processed when they are transmitted to us, which may occur at the time of the transaction or up to several days later. The merchant or its processor determines when the transaction will be transmitted to us. When a merchant obtains authorization for a debit card transaction, we place a temporary hold against the funds in the account for the amount of the authorized transaction. In some cases, such as restaurants, gas stations, or car rental transactions, there may be a hold for an initially authorized amount, but the transaction is submitted at a different amount. You should be certain there are always enough funds in your account to pay checks or other transactions you authorize, or those checks or transactions will be handled according to the overdraft and insufficient funds terms of this Agreement or paid under one of our check overdraft services if applicable. You agree that we may change these practices at any time without prior notice to you to address data processing constraints, changes in law, regulation, clearing house rules or business concerns.

*Determination of Available Balance to Pay Items.* Checks and other transactions on your account are paid based on your available balance, and not the actual balance. Your actual balance is the amount of funds in the account at a point in time based on transactions that have posted to the account at that time. Your available balance is the amount of funds in the account that are available to pay checks, ACHs, and other items presented against the account without incurring an overdraft or non-sufficient funds fee or transferring funds from another account. The available balance is generally equal to the actual balance, less the amount of any holds placed on recent deposits, holds placed for other reasons, and holds for pending transactions (such as debit card purchases) that we have authorized but that have not yet posted to your account. If an item presented for payment against your account exceeds the available balance, we will treat it as presented against non-sufficient funds even if the actual balance exceeds the amount of the item.

*Responsibility for Items Presented Against Insufficient Available Funds.* If on any day, the available funds in your checking account are not sufficient to cover checks and other items posted to your account, those checks and items will be handled in accordance with our overdraft procedures or an overdraft protection plan you have with us. The Credit Union’s determination of an insufficient account balance may be made at any time between presentation and the Credit Union’s midnight deadline with only one review of the account required. The Credit Union has no duty to notify you of an insufficient funds check. Your account will then be subject to a charge for the item whether paid or returned as set forth in the Rate and Fee Schedule. We may charge a fee each time a check or item is submitted for payment. If the same item is presented more than once and our processing system is able to determine that we previously imposed a return fee for the same item, we will not impose a new fee. However, the Credit Union will not charge an overdraft fee for covering an everyday ATM or debit card purchase transaction unless you request such protection. Except as otherwise agreed in writing, the Credit Union, by covering one or any overdraft, does not agree to cover overdrafts in the future and may discontinue covering overdrafts at any time. If the Credit Union pays a draft that would otherwise overdraw your account, you agree to pay the overdraft amount immediately. We reserve the right to pursue collection of

previously dishonored items at any time, including giving a payor bank extra time beyond any midnight deadline limits.

**Overdraft Protection Plans.** If we approve your request for overdraft protection, we will provide an overdraft protection plan for you.

- **Savings Overdraft Transfers.** If we approve your request for Overdraft Protection, we will honor checks and other items drawn on insufficient funds in your checking account by transferring the funds from a savings account or other deposit account as you designate. If you have enough funds in your savings account, you authorize us to automatically transfer funds in amounts necessary to cover any overdraft on your checking account. If your savings account balance is insufficient to cover the amount of the overdraft, we will only transfer the available funds to cover the amount of the overdraft, if another overdraft protection plan is available, we will not overdraw your savings account. If another overdraft protection plan is not available, we will return the check or item unpaid. There is an overdraft transfer fee for each overdraft transfer made as provided on the Deposit Rate and Fee Schedule. You may opt out of this overdraft transfer service at any time by notifying us verbally or in writing. Transfers from a savings account will be governed by this Agreement.
- **Line of Credit Overdraft Transfers.** We will honor checks and other items drawn on insufficient funds in your checking account by transferring the necessary funds from your designated Line of Credit Account, if applicable. If you are within the credit limit of your line of credit account, you authorize us to transfer funds in amounts necessary to cover the overdraft. If your credit limit is insufficient to cover the overdraft amount, we will transfer the funds available to cover the overdraft if another overdraft protection plan is available to pay the remaining balance. If another overdraft protection plan is not available, we will return the check or item unpaid. There is an overdraft transfer fee for each overdraft transfer made as provided on the Deposit Rate and Fee Schedule and interest will begin to accrue from the date of any advance transfer. You may opt out of this overdraft transfer service at any time by notifying us verbally or in writing.

**Terms & Conditions of the Overdraft Service.** The Overdraft Service will be provided under the following terms and conditions.

- a. **Discretionary Service.** Under the Overdraft Service, we are not obligated to pay any check or item presented for payment if your account does not contain sufficient funds. We may, as a discretionary service and not as a right of yours or our obligation to you, pay overdrafts up to an approved overdraft limit under the terms of this service and subject to this Agreement. This overdraft service is not a line of credit, is not guaranteed, and is independent of any loan arrangement you may have with us. We will not pay an overdraft for you in excess of any limit we have established for your account type. Also, we may refuse to pay an overdraft for you at any time, even if we have previously paid overdrafts for you.
- b. **Overdraft Transactions Covered.** Subject to the opt-in requirement set forth above, if on any day you do not have available funds in your account, the following transactions, which may result in an insufficient or negative balance (“overdrafts”), may be covered under our service: checks, debit card purchases, online or other electronic funds transfers, ACH debits and other payments or withdrawals authorized by you, account service charges, pre-authorized drafts, and any other items that may be posted to your account. If we pay an item, we will pay the item in the order it is presented or received by us, regardless of amount and in accordance with our normal operating procedures for such checks, items or transactions.
- c. **Overdraft Limit.** If you qualify, the Credit Union may pay overdrafts up to a limit to which you qualify, we may pay overdrafts up to this overdraft limit provided you continue to qualify for the service. The Credit Union’s fees and charges and each paid check or item will be

included in this limit. This overdraft limit will not be included or reflected in the actual balance of your account provided by a teller, at ATM or POS facilities, through online services or on your periodic statements. If you have reached your overdraft limit, any checks or items presented to us will be returned for insufficient funds.

- d. **Notification.** We have no obligation to notify you before we pay or return any item.
- e. **Overdraft Fees.** There is a fee for each overdraft check or item we pay as set forth on the Rate and Fee Schedule. If we do not pay the overdraft, there is a Returned Item fee for each check or item we return as set forth on the Rate and Fee Schedule. These fees may be amended as set forth in our Rate and Fee Schedule. We may charge a fee each time a check or item is submitted for payment. If the same item is presented more than once and our processing system is able to determine that we previously imposed a return fee for the same item, we will not impose a new fee. There is no limit on the amount of overdraft fees that we will charge on any one day. If you have excess overdraft activity, we will notify you in writing to consider discontinuing the Service.
- f. **Member Repayment Responsibility.** You agree your overdraft balance, including applicable overdraft fees, is due and payable upon demand. If there is more than one owner on an account, all owners are jointly and severally liable for repayment of the overdraft balance. If you fail to repay your overdraft balance within 31 days of notice from us, we may immediately suspend the Overdraft Service. Accounts may be closed for failure to repay overdraft balances, and we will report account closures to consumer reporting agencies.
- g. **Member Opt-Out Right.** We offer the Overdraft Service as a service and convenience to members for incidental overdrafts. We do not encourage you to repeatedly overdraw your account. We encourage you to manage your finances responsibly. You may opt out of the Overdraft Service at any time by notifying us verbally or in writing. We may require that any verbal opt-out be confirmed in writing. You understand that by opting out of this service, we may refuse to pay any check or item that is presented against an insufficient balance on your account, and you will be responsible for any Returned Item fees. You are still responsible to pay any overdraft, even if you have opted out of the service.

## 10. Postdated and Stale Dated Items

You authorize us to accept and pay any check, even if the check is presented for payment before its date, unless you notify a Credit Union of the postdating. Your notice will be effective only if the Credit Union receives the notice in time for the Credit Union to notify its employees and reasonably act upon the notice and you accurately describe the check, including the number, date, and amount. You understand that the exact information is necessary for the Credit Union’s computer to identify the check. If you give the Credit Union an incorrect, incomplete, or untimely notice, the Credit Union will not be responsible for paying the item before the date stated and the Credit Union may charge your account as of the date the Credit Union pays the item. You may make an oral notice which will lapse within fourteen (14) days unless continued in writing, within that time. A written notice will be effective for six (6) months. A written notice may be renewed in writing from time to time. You also agree not to deposit checks, drafts, or other items before they are properly payable. The Credit Union is under no obligation to you to pay a check or draft drawn on your account which is presented more than six (6) months after its date.

## 11. Stop Payment Orders

### *Stop Payment Request*

You may ask the Credit Union to stop payment on any check drawn upon your checking account or ACH debit scheduled from your checking account. You may request a stop payment by telephone, by mail, in person or through Online Banking message board. Also, we may accept a stop payment order through Online Banking provided you provide a signed written stop payment request as described below. For checks, the stop payment will be effective if the Credit Union receives the order in time for the Credit Union to act upon the order. For ACH debits, the stop payment

order must be received at least three banking days before the scheduled date of the transfer. You must state the number of the account, date, the exact amount of the check and the number of the check, and to whom it was issued. If you give the Credit Union incorrect or incomplete information, the Credit Union will not be responsible for failing to stop payment on the item. If the stop payment order is not received in time for the Credit Union to act upon the order, the Credit Union will not be liable to you or to any other party for the payment of the item. If we credit your account after paying a check over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to transfer all of your rights against the payee or other holders of the check to the Credit Union, and to assist the Credit Union in legal action taken against the person.

#### *Duration of Order for Check Stop Payments*

You may make an oral stop payment order, which will lapse within fourteen (14) calendar days unless continued in writing within that time. A written stop payment order will be effective for six (6) months. A written stop payment order may be renewed in writing from time to time. The Credit Union is not obligated to notify you when a stop payment order expires. For ACH and other electronic transactions stop payments, subject to the terms in section **III. ELECTRONIC SERVICES AGREEMENT, Preauthorized Electronic Funds Transfers.**

#### *Liability*

The Credit Union may charge a fee for each stop payment order requested, as set forth in the Deposit Rate & Fee Schedule. You may not stop payment on any certified check or draft, cashier's check or teller's check, or any other check, draft, or payment guaranteed by the Credit Union. You should be aware that if we place a stop payment order on an item, you may remain liable to any person, including the Credit Union, who is a holder of the item despite the stop payment order. You agree to indemnify and hold the Credit Union harmless from all costs, including attorney fees, damages or claims related to the Credit Union's action in refusing payment of an item, including claims of any multiple party account owner, payee, or endorsee in failing to stop payment of an item as a result of incorrect information provided by you.

#### **12. Lost Items**

The Credit Union, in receiving items from you for withdrawal or deposit, acts only as your agent and reserves the right to reverse the credit for any deposited items or to charge your account for the items should they become lost in the collection process.

#### **13. Credit Union's Liability for Errors**

If the Credit Union does not properly complete a transaction according to this Agreement, the Credit Union may be liable for your losses or damages not to exceed the amount of the transaction, except as otherwise provided by law. The Credit Union will not be liable if: (a) through no fault of the Credit Union, your account does not contain enough money to make the transaction; (b) circumstances beyond the Credit Union's control prevents the transaction; (c) your loss is caused by your negligence including your failure to examine your statements, (d) the negligence of another financial institution, or (e) the funds in your account is subject to legal process or other claim. The Credit Union will not be liable for consequential damages except liability for wrongful dishonor. The Credit Union's actions will constitute the exercise of ordinary care if such actions or non-actions are consistent with applicable state law, Federal Reserve regulations and operating letters, clearing house rules, and general banking practices followed in the area serviced by the Credit Union. You grant the Credit Union the right, in making payments of deposited funds, to rely exclusively on the form of the account and the terms of this Account Agreement. Any conflict between oral representations by you or Credit Union employees and any written form will be resolved by reference to this Agreement and applicable written form.

#### **14. Credit Union Lien and Security Interest**

To the extent you owe the Credit Union money as a borrower, guarantor, endorser, or otherwise, the Credit Union has a lien on any or all of the funds in any account in which you have an ownership interest at the Credit

Union, regardless of the source of the funds. The Credit Union may apply these funds in any order to pay off your indebtedness without further notice to you. If the Credit Union chooses not to enforce its lien, the Credit Union does not waive its right to enforce the lien at a later time. In addition, you grant the Credit Union a consensual security interest in your accounts and agree the Credit Union may use the funds from your accounts to pay any debt or amount owed the Credit Union, except obligations secured by your dwelling, unless prohibited by applicable law. All accounts are non-assignable and nontransferable to third parties.

#### **15. Legal Process**

If any legal action, such as a levy, garnishment, or attachment, is brought against your account, the Credit Union may impose a legal process fee and may refuse to pay out any money from your account until the dispute is resolved. If the Credit Union incurs any expenses or attorney fees in responding to legal process, such expenses may be charged against your account without prior notice to you, unless prohibited by law. Any legal process against your account is subject to the Credit Union's lien and security interest.

#### **16. Account Information**

Upon your request, the Credit Union will inform you of the name and address of each credit-reporting agency from which the Credit Union obtains a credit report in connection with your account. The Credit Union agrees not to disclose information to third parties about your account regarding any transaction or balances except when: (1) it is necessary to complete the transaction; (2) the third party seeks to verify the existence or condition of your account in accordance with the Fair Credit Reporting Act or other applicable laws and regulations; (3) such disclosure is in compliance with the law, government agencies or court orders; or (4) you give us your express permission.

#### **17. Notices**

##### *Negative Information Notice*

We may report information about your loans, share or deposit accounts to credit bureaus. Late payments, missed payments, or other defaults on your accounts may be reflected in your credit report.

##### *Name or Address Changes*

It is your responsibility to notify the Credit Union upon a change of address or change of name. The Credit Union is only required to attempt to communicate with you at the most recent address you have provided to the Credit Union. The Credit Union will accept notices of a change in address and any other notice from you to the Credit Union only if provided in writing, in person, by telephone, by Online Banking service, or secure messaging. The Credit Union may also accept notices of address changes from the post office. If the Credit Union attempts to locate you, the Credit Union may impose a service fee as set forth on the Deposit Rate & Fee Schedule.

##### *Notice of Amendments*

Except as otherwise prohibited by applicable law, the terms of this Agreement and all fees and other agreements provided to you in connection with this account are subject to change at any time. The Credit Union will notify you of any changes in account terms, rates, or fees as required by law. The Credit Union reserves the right to require written consent of all account owners for a change of ownership, such as adding an Authorized Signer. Only the member may remove another Authorized Signer from the account. The Credit Union reserves the right to waive any term in this Agreement. Any such waiver shall not affect the Credit Union's right to enforce any right in the future.

##### *Effect of Notice*

Any written notice you give to the Credit Union is effective when it is actually received by the Credit Union. The Credit Union reserves the right to accept oral instructions, and you agree to hold the Credit Union harmless from any liability as a result of such instructions. Any written notice the Credit Union gives to you is effective when it is deposited in the U.S. Mail, postage prepaid and addressed to you at your statement mailing address. Notice to any one Authorized Signer is considered notice to all Authorized Signers and owners of the account.

### *Electronic Signatures*

You understand and agree that your electronic consent is your electronic signature which specifically records your signature and assent to the Membership and Account Agreement and constitutes your agreement to the terms and conditions of the Membership and Account Agreement. You agree your electronic signature captured and stored as an image by this electronic means shall be sufficient to evidence of your assent to be contractually bound by the Agreement and shall constitute a valid signature for purposes of any provision of this Agreement.

## **18. Member Communication**

### *Consent to Communications*

By providing your telephone and email information to the Credit Union you expressly authorize the Credit Union to contact you at any telephone number or email address you provided, so we can assist you with your account services or take measures to prevent fraud on your account. You agree the Credit Union may use automatic telephone dialing systems in connection with calls made to any telephone number you provided, even if the telephone number is assigned to a cellular telephone service or other service for which the called party is charged. You may revoke this authorization at any time by providing the Credit Union with your written revocation by mail to PO Box 5060 DuPont, WA 98327 or by email through the Online Banking Service, [www.youracu.org](http://www.youracu.org).

In addition, to enhance your member experience with ACU, if you expressly authorize us in writing to do so, we may contact you on any telephone number associated with your account, including a wireless telephone number (i.e. cell phone number), to deliver to you, messages related to advertising and telemarketing calls and text message(s). Contact may be initiated by an employee representative or using an automatic telephone dialing system and/or an artificial or prerecorded voice. Authorization for advertising and telemarketing messages is not required as a condition of credit union membership, account opening, loan approval, or use of any credit union services. You may withdraw your consent at any time by providing written notice to us at PO Box 5060 DuPont, WA 98327, by email through the Online Banking Service, [www.youracu.org](http://www.youracu.org), via phone at 253-964-3113 or toll free at 866-968-7128 or by any other reasonable means.

## **19. Taxpayer Identification Numbers (TIN) and Backup Withholding**

If your account is or becomes subject to backup withholding, the Credit Union is required by law to withhold and pay to the Internal Revenue Service (IRS) a required percentage of interest, dividends and certain other payments under certain conditions. Your failure to furnish a correct taxpayer identification number (TIN) or meet other applicable requirements may result in backup withholding as well as civil or criminal penalties. If you refuse to provide your TIN, the Credit Union may suspend the opening of your account or refuse to open the account.

## **20. Statements**

### *Contents*

If the Credit Union provides a statement for your account, you will receive a periodic statement of all transactions and activity on your account during the statement period. If a periodic statement is provided you agree that only one statement is necessary for a multiple party account. For checking accounts, you understand that when paid, your original check (or any substitute check) becomes property of the Credit Union and may not be returned to you. You agree to keep a copy or carbon copy of your original check to verify its validity. If you request us to provide you with an original check or sufficient copy, you agree that we may provide an electronic image of the original check or sufficient copy if you have agreed to receive account information or statements electronically. You understand statements and checks are made available to you on the date the statement is mailed to you, unless you have requested that they be made available to you electronically in which case you understand and agree that they are made available on the date you are electronically notified of their availability. You also understand and agree that drafts or copies including electronic images thereof are made available to you on the date the statement is mailed to you or otherwise made available electronically if agreed to by you, even if the drafts do not accompany the

statement.

### *Examination*

You are responsible for examining each statement and reporting any irregularities to the Credit Union. The Credit Union will not be responsible for any forged, altered, or unauthorized check or item drawn on your account if (1) you fail to notify the Credit Union within thirty (30) days of the mailing date of the earliest statement and availability of checks containing any forgery, alteration, or unauthorized signature on the item; or (2) any items are forged or altered in a manner not detectable by a reasonable person including the unauthorized use of a facsimile signature machine. For electronic services, you have separate requirements for examining your statements and notifying us of statement errors or unauthorized electronic funds transactions as set forth in the Electronic Services Service Agreement

### *Notice to Credit Union*

You agree that the Credit Union's retention of checks or drafts does not alter or waive your responsibility to examine your statements and draft copies or the time limit for notifying the Credit Union of any errors. The statement will be considered correct for all purposes and the Credit Union will not be liable for any payment made or charged to your account unless you notify the Credit Union in writing within the above time limit after the statement and checks are made available to you.

## **21. Dormant and Abandoned Accounts**

If you have an account that you have not made a deposit to or withdrawal or transfer from for more than twelve (12) months and the Credit Union has been unable to contact you by regular mail during that period, the Credit Union may classify your account as a dormant account and may charge a dormant account service fee as allowed by applicable law and set forth on the Deposit Rate & Fee Schedule. Thereafter, dividends will not be paid on the account if the balance falls below any minimum balance requirement. The Credit Union will notify you at your last known address prior to imposing any fee as required by law. Checking accounts will continue to incur the monthly maintenance fee until closed by the member. You authorize us to transfer funds from an available share or access account of yours to cover the monthly maintenance fee, if necessary. If a deposit or withdrawal has not been made on the account, you have not otherwise indicated an interest in the account, or the Credit Union has had no other contact with you within three (3) years as required by the Uniform Unclaimed Property Act, the account will be presumed to be abandoned. Funds in abandoned accounts will be remitted in accordance with state law. Once funds have been turned over to the state, the Credit Union has no further liability to you for such funds. If you choose to reclaim such funds, you must apply to the appropriate state agency.

## **22. Death of Account Owner**

You irrevocably waive the right to make a testamentary disposition of any account with the Credit Union, now and in the future. You agree that upon your death, your account will be payable in accordance with any existing account designations and terms of this Agreement. We may require the survivor or other claimant to the account to produce certain documents before releasing the funds in the account. The Credit Union may continue to honor all transfers, withdrawals, deposits and other transactions on the account until the Credit Union learns of an account owner's death. Once the Credit Union is notified of a member's death, the Credit Union may pay checks or honor other payments or transfers orders authorized by the deceased member for a period of ten (10) days unless the Credit Union receives instructions from any person claiming an interest in the account. You agree that the Credit Union can require that anyone who claims funds in your account after your death indemnify the Credit Union for any losses resulting from honoring that claim. The Membership and Account Agreement will be binding upon any heirs or representatives of any account owner.

## **23. Termination of Account**

The Credit Union may terminate your account at any time without notice to you and may require you to close your account and apply for a new

account if (1) there is a change in owners or authorized signers; (2) there has been a forgery or fraud reported or committed involving your account; (3) there is a dispute as to the ownership of the account or of the funds in the account; (4) any account checks are lost or stolen; (5) there are excessive returned unpaid items not covered by an overdraft protection plan; (6) there has been any misrepresentation or any other abuse of any of your accounts; (7) we reasonably deem it necessary to prevent a loss to us; or (8) if you engage in any activity of betting or wagering or are otherwise engaged in any internet gambling business, or any owner or authorized user causes the Credit Union to suffer a loss. We reserve the right to require the consent of all owners to terminate an account. The Credit Union is not responsible for payment of any check, withdrawal, or other item after your account is terminated; however, if we pay a check after termination, you agree to reimburse the Credit Union.

#### **24. Termination of Membership**

You may terminate your membership at the Credit Union after giving written notice of your intent to withdraw. You may be expelled if there has been any misrepresentation or any other abuse on any of your other accounts or if you fail to comply with the Credit Union policies, procedures, or Bylaws, conduct yourself in a threatening or abusive manner to Credit Union personnel or willfully damage Credit Union property. You may be denied service or expelled from membership for any reason allowed by applicable law, including causing a loss to the Credit Union or violating any terms of membership. If you are expelled, you may not be a joint account owner on another account.

#### **25. Special Account Instructions**

You may request the Credit Union to facilitate certain trust, will, or court-ordered account arrangements. However, because the Credit Union does not give legal advice, we cannot counsel you as to which account arrangement most appropriately meets the specific requirements of your trust, will, or court order. You and any surviving owner or beneficiary agree(s) to indemnify and hold the Credit Union harmless from any claim or liability asserted against the Credit Union as a result of the disposition of funds in reliance on this Agreement and any account designations of yours. If you ask the Credit Union to follow instructions that the Credit Union believes might expose us to claims, lawsuits, expenses, liabilities, or damages, whether directly or indirectly, the Credit Union may refuse to follow your instructions or may require you to post a bond to indemnify the Credit Union. Any item presented with a full payment legend must be presented in person to a Credit Union officer, otherwise, payment is accepted with full reservation of rights. Account changes requested by you, or any account owner, such as adding or closing an account or service, must be evidenced by a signed Account Card and accepted by the Credit Union. You understand that the Credit Union may choose to retain electronic or imaged copies of any original documents, and you agree that an electronic or imaged copy is valid as an original document.

#### **26. Enforcement**

You agree to be liable to the Credit Union for any liability, loss, or expense as provided in this Agreement that the Credit Union incurs as a result of any dispute involving your accounts or services. You authorize the Credit Union to deduct any such liability, loss, or expense from your account without prior notice to you. In the event either party brings a legal action to enforce the Agreement or collect any overdrawn funds on accounts accessed under this Agreement, the prevailing party shall be entitled, (subject to applicable law), to payment by the other party of its reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post judgment collection actions, if applicable.

#### **27. Governing Law**

This Agreement is governed by the Bylaws of the Credit Union, federal laws and regulations, the laws and regulations of the State of Washington and the state in which you reside, as applicable, and local clearinghouse rules, as amended from time to time. Any disputes regarding this Agreement shall be subject to the jurisdiction of the courts in the county where the Credit Union is located or the county in which the member resides if required by law. In the event that any paragraph of this Agreement or any portion thereof is held by a court to be invalid or

unenforceable for any reason, the other paragraphs and portions of this Agreement shall not be invalid or unenforceable and will continue in full force.

## **II. FUNDS AVAILABILITY POLICY**

### **1. General Policy**

For Savings Accounts, we reserve the right to place reasonable holds on deposited funds to the extent permitted by law. For Checking Accounts our policy is to make funds from your deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits will be available the day we receive the deposit. Once they are available, you can withdraw the funds in cash, and we will use the funds to pay share drafts/checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit before 5:00 pm on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after 5:00 pm or on a day we are not open, we will consider that the deposit was made on the next business day we are open. The Credit Union may hold deposits of checks drawn on foreign financial institutions for a reasonable period or submit for collection at the Credit Union's discretion.

### **2. Reservation of Right to Hold**

In some cases, we will not make all the funds that you deposit by check available to you on the first business day after the day we receive your deposit. Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. However, the first \$275.00 of your deposit will be available on the first business day. If we are not going to make all the funds from your deposit available on the first business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice the day after we receive your deposit. If you need the funds from a deposit immediately, you should ask us when the funds will be available.

### **3. Holds on Other Funds**

If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had it deposited. If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your ability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

### **4. Longer Delays May Apply**

We may delay your ability to withdraw funds deposited by share draft into your account an additional number of days for these reasons:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$6,725 on any one day.
- You deposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of communications or computer equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

### **5. Special Rules for New Accounts**

If you are a new member, the following special rules will apply during the first 30 days your account is open.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$6,725 of a day's total deposits of cashier's certified, teller's

traveler's and federal, state and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$6,725 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first \$6,725 will not be available until the second business day after the day of your deposit. Funds from all other check deposits will be available on the ninth business day after the day of your deposit.

### 6. Deposits at Nonproprietary ATMs

Funds from any deposits (cash or check) made at automated teller machines (ATMs) we do not own or operate will not be available until five (5) business days after the date of your deposit. This limit does not apply at ATMs that we own or operate. All ATMs that we own or operate are identified accordingly.

## III. ELECTRONIC SERVICES AGREEMENT (ESA)

This Agreement is the contract, which covers your and our rights and responsibilities concerning the Electronic Funds Transfers ("EFTs") which are electronically initiated transfers of money through services such as Automated Teller Machines ("ATMs"), Point-of-Sale ("POS") transactions (including debit card purchases), Automated Clearing House ("ACH") transactions (including direct deposit and certain recurring debits/credits), and certain other transfers involving your deposit account offered to you by America's Credit Union ("Credit Union"). In this Agreement, the words "you" and "yours" mean those who enroll for any of the Electronic Services and any authorized users. In this Agreement, the words "we," "us," "our," and "ours" mean America's Credit Union. The word "account(s)" means one or more savings, checking, or loan accounts you have with the Credit Union. By signing the account card or submitting an electronic service approved enrollment, you agree to the following terms governing your and our rights and responsibilities concerning the Electronic Services provided to you. EFTs initiated through Digital Services are governed by the Digital Services Agreement, which is provided during enrollment for Digital Services.

Online Banking, Mobile Banking, Bill Pay, Person-to-Person (P2P)/Send Money, External Account Transfers, eStatements, Alerts/Notifications, and Mobile Deposit (Remote Deposit Capture) are governed by the ACU Digital Services Agreement (including its addenda), as amended from time to time. If there is any conflict between this Electronic Services Agreement and the Digital Services Agreement, the Digital Services Agreement controls for those Digital Services. The Digital Services Agreement is presented during enrollment for Digital Services and before the first electronic fund transfer is made using those services.

### 1. Services

#### ATM/Debit Card

You may use your Card and Personal Identification Number ("PIN") at ATMs within the Co-op ATM Network and at ATMs displaying the Visa/PLUS® logo, and at other participating ATM networks as available. At the present time, you may use your Card to:

- Make deposits to your savings or checking account (deposits are subject to verification).
- Withdraw cash from your savings and checking accounts.
- Transfer funds between your savings and checking accounts.
- Obtain balance information for your savings and checking accounts.
- Make Point of Sale ("POS") transactions with your card and Personal Identification Number ("PIN") to purchase goods or services at POS terminals that are part of the Networks stated above or such other POS terminals as the Credit Union may designate.
- Purchase goods and services any place your Card is honored by participating merchants, including POS terminals and the Networks stated above. Funds to cover your Card purchases are deducted from your checking account. If the balance in your account is not sufficient to pay the transaction amount, then we may treat the transaction as an overdraft request pursuant to an overdraft protection plan, if applicable, or decline the transaction if overdraft protection is not

available, or we may terminate all services under this Agreement.

- Pay bills directly by telephone from your checking or savings account in the amounts and on the days your request.

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

#### Direct Deposit

With your authorization and upon instructions from your employer, the U.S. Department of the Treasury, or another payer/originator, we will accept direct deposits to your account, such as payroll and federal recurring payments (e.g., Social Security).

#### Digital Services (Online & Mobile Banking)

We offer Online Banking and Mobile Banking (collectively, "Digital Services"), including optional features such as Bill Pay, P2P/Send Money, External Account Transfers, eStatements, Alerts/Notifications, and Mobile Deposit. The detailed terms, eligibility requirements, limits, processing times, and cutoffs for these Digital Services are provided in the ACU Digital Services Agreement, which you accept during enrollment and which is also available on our website. The Digital Services Agreement is provided to you at the time you enroll in Digital Services and before you initiate your first electronic fund transfer using Digital Services.

## 2. Service Limitations

#### ATM/Debit Card

- Withdrawals. Cash withdrawals from ATMs can be made up to ten times in a twenty-four-hour period per Cardholder. Each Cardholder may withdraw up to \$510 in a twenty-four-hour period, if there are sufficient funds in your account, unless otherwise agreed by the parties. Because of the servicing schedule, there may be limited occasions when the Credit Union's computer is unavailable and a "closed" sign will appear when the machine is not in service.
- Transfers. You may transfer between your regular share savings and share draft accounts up to the available balance in your accounts at the time of the transfer.
- Purchases. Debit card purchase transactions performed as a POS can be made up to twenty times in a twenty-four period per Cardholder. Each Cardholder may purchase up to \$2,510 by debit card as a POS transaction in a twenty-four-hour period, if there are sufficient funds in your account, unless otherwise agreed by parties. Purchase transactions by authorization/signature can be made up to twenty times in a twenty-four-hour period per Cardholder. Each Cardholder may purchase up to \$7,510 by authorization/signature in a twenty-four-hour period, if there are sufficient funds in your account, unless otherwise agreed by the parties. The Credit Union reserves the right to refuse any transaction which would draw upon insufficient funds or require us to increase our required reserve on the account. The Credit Union may set other limits on the amount of any transaction, and you will be notified of those limits.

*HSA Credits.* HSA credits will be considered current year contributions unless you give ACU prior notice.

#### Digital Services (Online/Mobile Banking, Bill Pay, P2P, External Transfers)

- E-Mail / Secure Message. You may use secure messaging or email to send non-urgent messages to us; however, these channels may not be appropriate for time-sensitive notices of unauthorized transactions or errors. For urgent matters, call us using the contact information in this Agreement.
- The limitations, timeframes, and service rules for Digital Services are described in the ACU Digital Services Agreement and may also be displayed within Digital Services at the time of your transaction (for example, cutoffs, limits, delivery estimates, and cancellation deadlines).

## 3. Security of PIN and Access Code

#### Security

The user name that you select is for your security purposes. The user name and password are confidential and should not be disclosed to third parties or recorded. You are responsible for safekeeping your user name and

password. You agree not to disclose or otherwise make your user name and password available to anyone not authorized by you to sign on your accounts. If you authorize anyone to have or use your user name and password, you understand that person may use the Online Banking Service to review all your account information and make account transactions. Therefore, we are entitled to act on transaction instructions received using your user name and password and you agree that the use of your user name and password will have the same effect as your signature authorizing transactions.

#### *Authorization*

If you authorize anyone to use your user name and password in any manner, that authority will be considered unlimited in amount and manner until you specifically revoke such authority by notifying the Credit Union and changing your password immediately. You are responsible for any transactions made by such persons until you notify us that transactions and access by that person are no longer authorized, and your password is changed. If you fail to maintain or change the security of your password and the Credit Union suffers a loss, we may terminate your electronic funds transfer and account services immediately.

#### **4. Member Liability**

You are responsible for all transfers you authorize using your EFT services under this Agreement. If you permit other persons to use an EFT service, Card, user name, and/or password, you are responsible for any transactions they authorize or conduct on any of your accounts. However, you must notify us immediately if you believe anyone has used your card or password and accessed your accounts without your authorization. For EFT transactions, if you notify us within two (2) business days, you can lose no more than \$50 if someone accessed your account without your permission. If you do not notify us within two (2) business days after you learn of the unauthorized use of your account or password, and we can prove that we could have stopped someone from accessing your account without your permission if you had told us, you could lose as much as \$500.

If your statement shows EFT transactions that you did not make, notify us immediately. If you do not notify us within sixty (60) days after the statement was mailed or electronically delivered to you, you may be liable for the full amount of the loss if we can prove that we could have stopped someone from making the unauthorized EFT transactions. If a good reason (such as a hospital stay) kept you from notifying us, we may extend the time period.

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: 253-964-3113 or toll free, 866-968-7128 during regular hours or write: America's Credit Union, PO Box 5060, DuPont, WA 98327 or contact us electronically by sending e-mail messages through the Online Banking Service: [www.youracu.org](http://www.youracu.org).

#### **5. Business Days**

For purposes of these disclosures, the Credit Union's business days are Monday through Friday, excluding federal holidays. Some branches may be opened on Saturdays. Branch hours are posted at each branch and at [www.youracu.org](http://www.youracu.org).

#### **6. Fees and Charges**

There are certain charges for electronic fund transfer services as set forth in the Deposit Rate & Fee Schedule. From time to time, the charges may change. We will notify you of any change as required by law. When you use an ATM that is not operated by us, you may be charged a fee by the ATM operator or an ATM network utilized for such a transaction, and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer. The ATM fee will be debited from your account.

#### *Foreign Transactions*

Purchases and cash advances made in foreign countries will be billed to you in U.S. dollars. The currency conversion rate for international transactions established by VISA International, Inc. is a rate selected by VISA from the range of rates available in wholesale currency markets for the applicable transaction, which rate may vary from the rate VISA itself

receives, or the rate mandated by a government or governing body in effect for the applicable Transaction. In addition, we may charge a Foreign Transaction fee that is a percentage of the U.S. Dollar amount of any foreign transaction as provided to us from Visa as set forth on the Deposit Rate & Fee Schedule. This fee applies to any card transaction made at a location in a foreign country, or payable to a merchant located in a foreign country even if you initiate the transaction from within the United States.

#### **7. Transaction & Account Information**

##### *Periodic Statements*

Transfers and withdrawals transacted through an ATM, online or mobile banking, bill pay, or external transfer services will be recorded on your periodic statement. You will receive a statement monthly unless there is no transaction in a particular month. In any case, you will receive a statement at least quarterly.

##### *Direct Deposits*

If you have arranged to have a direct deposit made to your account at least once every sixty (60) days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by checking your Online Banking [www.youracu.org](http://www.youracu.org) or calling 253-964-3113 or toll free, 866-968-7128. This does not apply to transactions occurring outside the United States.

##### *Terminal Receipt*

You may obtain a receipt at the time you make any transfer to or from your account using an ATM.

#### **8. Account Information Disclosure**

We will maintain the confidentiality and privacy of your electronic funds transaction information in accordance with our privacy policy as stated on our website at: [www.youracu.org](http://www.youracu.org) However, we will disclose information to third parties about your account or the transfers you make in the following limited circumstances:

- As necessary to complete transfers;
- To verify the existence of sufficient funds to cover specific electronic transactions upon the request of a third party, such as a credit bureau or merchant;
- To comply with a government agency or court orders;
- If you give us your express permission.

#### **9. Limitation of Liability for EFT Services**

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. Our sole responsibility for an error in a transaction will be to correct the error and in no case will we be liable for any indirect, special, incidental, or consequential damages. In states that do not allow the exclusion or limitation of such damages, our liability is limited to the extent permitted by applicable law. The Credit Union will not be liable for the following:

- Through no fault of ours, you do not have enough money in your account to make the transfer, your account is inactive, or the transfer would go over the credit limit on your overdraft line.
- The automated teller machine (ATM) where you are making the transfer does not have enough cash.
- An incorrect personal identification number (PIN) is used, or you do not properly follow applicable instructions for using an access device, computer, mobile device, or other system used to make transfers.
- If your computer, mobile device, or other connection device fails or malfunctions, or the phone lines or Credit Union computer system was not properly working, and the problem should have been apparent when you attempted the transfer.
- The ATM or other terminal is not working properly, and you knew about the problem when you started the transfer.
- Your card or other access device has expired, is damaged, or otherwise cannot be used. In some cases, an ATM or POS terminal may retain your card; contact the Credit Union for a replacement.
- Circumstances beyond our control (such as fire, flood, telecommunications outages, labor strikes, equipment failure, or

power failure) prevent the transfer, despite reasonable precautions we have taken.

- The funds in your account are subject to an administrative hold, legal process or other claim.
- Your account is frozen or restricted because of a delinquent loan or other account restriction.
- If you have not given the Credit Union complete, correct and current instructions so the Credit Union can process a transfer.
- If the error was caused by a system beyond the Credit Union's control such as a telecommunications system, an Internet service provider, any computer virus or problems related to software not provided by the Credit Union.
- There may be other exceptions stated in our agreement with you.

## 10. Preauthorized Electronic Fund Transfers

### *Stop Payment Rights*

If you have arranged in advance to make regular electronic fund transfers out of your account(s) for money you owe others, you may stop payment on preauthorized transfers from your account. You must notify the Credit Union orally or in writing at least three (3) business days before the scheduled date of the transfer. The Credit Union may require written confirmation of the stop payment order to be made within fourteen (14) days of any oral notification. If we do require written confirmation, the oral stop payment shall cease to be binding fourteen (14) days after it has been made. Stop payment fees may apply for each stop payment item. Refer to the Deposit Rate & Fee Schedule for fee amount.

### *Notice of Varying Amounts*

If these regular payments vary in amount, the company you are going to pay will tell you ten (10) days before each payment when it will be made and how much it will be.

### *Liability*

The Credit Union may charge a fee for each stop payment order requested, as set forth in the Rate and Fee Schedule. If payment of an item is stopped, you may remain liable to any person, including the Credit Union, who is the holder of the item despite the stop payment order. You agree to indemnify and hold the Credit Union harmless from all costs, including attorney fees, damages or claims related to the Credit Union's action in refusing payment of an item, including claims of any multiple party account owner, payee, or endorsee in failing to stop payment of an item as a result of incorrect information provided by you.

## 11. Termination of EFT Services

You agree that we may terminate this Agreement and your EFT services, if you, or any authorized user of your EFT services or access code breach this or any other agreement with us; or if we have reason to believe that there has been an unauthorized use of your accounts or access code or if you conduct or attempt to conduct any fraudulent, illegal or unlawful transaction, or if we reasonably believe your account conduct poses an undue risk of illegality or unlawfulness.

You or any other party to your account can terminate this Agreement by notifying us in writing. Termination of service will be effective the first business day following receipt of your written notice. Termination of this Agreement will not affect the rights and responsibilities of the parties under this Agreement for transactions initiated before termination.

## 12. Notices

The Credit Union reserves the right to change the terms and conditions upon which this service is offered. The Credit Union will mail a notice to you at least twenty-one (21) days before the effective date of any change, as required by law. Use of this service is subject to existing regulations governing the Credit Union account and any future changes to those regulations.

## 13. Billing Errors

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Call us at 253-964-3113 or toll free at 866-968-7128 during regular

business hours; write us at America's Credit Union, P.O. Box 5060, DuPont, WA 98327; or contact us electronically by sending an email message through the Online Banking Service at [www.youracu.org](http://www.youracu.org), 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 sixty (60) days after we sent the FIRST statement on which the error or problem 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 ten (10) business days.

We will determine whether an error occurred within ten (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 forty-five (45) days to investigate your complaint or question.

If we decide to do this, we will credit your account within ten (10) business days 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 ten (10) business days, we may not credit your account.

For errors involving new accounts, point-of-sale transactions, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error.

We will tell you the results within three (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.

### *ATM Safety Notice*

The following information is a list of safety precautions regarding the use of Automated Teller Machine (ATM) and Night Deposit Facilities.

- Be aware of your surroundings, particularly at night.
- Consider having someone accompany you when the ATM or night deposit facility is used after dark.
- If another person is uncomfortably close to you at the time of your transaction, ask the person to step back before you complete your transaction.
- Refrain from displaying your cash at the ATM or night deposit facility. As soon as your transaction is completed, place your money in your purse or wallet. Count the cash later in the safety of your car or home.
- If you notice anything suspicious at the ATM or night deposit facility, consider using another ATM or night deposit facility or coming back later. If you are in the middle of a transaction and you notice something suspicious, cancel the transaction, take your ATM access device, or deposit envelope, and leave.
- If you are followed after making a transaction, go to the nearest public area where people are located.
- Do not write your personal identification number or code on your ATM card.
- Report all crimes to law enforcement officials immediately.

## 14. Severability

In the event that any portion of this Agreement is held by a court to be invalid or unenforceable for any reason, the remainder of this Agreement shall not be invalid or unenforceable and will continue in full force and effect. All headings are intended for reference only and are not to be construed as part of the Agreement.

## 15. Enforcement

You agree to be liable to the Credit Union for any liability, loss, or expense as provided in this Agreement that the Credit Union incurs as a result of any dispute involving your accounts or services. You authorize the Credit Union to deduct any such liability, loss, or expense from your account without prior notice to you. If you are in breach of this Agreement or any other loan or service agreement with the Credit Union or we suspect fraudulent activity on your account, the Credit Union may without prior notice restrict access to your accounts or suspend your electronic services or access devices, including ATM or debit cards and online or mobile banking services. This Agreement shall be governed by and construed under the laws of the state of Washington as applied to contracts entered into solely between residents of, and to be performed entirely in, such state. In the event either party brings a legal action to enforce the Agreement or collect any overdrawn funds on accounts accessed under this Agreement, the prevailing party shall be entitled, subject to Washington law, to payment by the other party of its reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions, if applicable. If a collection agency is used to enforce any overdrawn funds on accounts accessed under this Agreement, it is understood the Credit Union is entitled to collect its reasonable collection agency fees and costs. Should any one or more provision(s) of this Agreement be determined illegal or unenforceable in any relevant jurisdiction, then such provision will be modified by the proper court, if possible, but only to the extent necessary to make the provision enforceable and such modification shall not affect any other provision of this Agreement.

## 16. Contact Information

- Phone: 253-964-3113 | Toll Free: 866-968-7128
- Mail: America's Credit Union, PO Box 5060, DuPont, WA 98327
- Secure Message: through Online Banking/Mobile Banking (recommended for non-urgent inquiries).

## IV. DIGITAL SERVICES AGREEMENT (DSA)

This Agreement is the contract, which covers your and our rights and responsibilities concerning the Digital Services offered to you by America's Credit Union ("Credit Union"). Digital Services include Online and Mobile Banking and the related features and services described in this Agreement (collectively, "Digital Services"). This Agreement is separate from, and does not replace, your Electronic Services Agreement (ESA) and other account disclosures that govern non-digital EFT services such as ATM/debit card and direct deposit.

In this Agreement, the words "you" and "yours" mean those who enroll for any of the Digital Services and any authorized users. In this Agreement, the words "we," "us," "our," and "ours" mean America's Credit Union. The word "account(s)" means any one or more savings, checking, and loan accounts you have with the Credit Union. Electronic funds transfers ("EFTs") are electronically initiated transfers of money through services such as ATMs, POS transactions (including debit card purchases), ACH transactions, and certain other transfers involving your deposit account. Mobile Deposit/Remote Deposit Capture is addressed in Addendum A and is not an EFT.

By clicking "I Agree," enrolling, or using a Digital Service, you agree to the following terms governing your and our rights and responsibilities concerning Digital Services. If there is any conflict between this Agreement and an in-service screen or addendum applicable to a specific service, the addendum or in-service screen will control for that transaction or feature, to the extent permitted by law.

### 1. Services

#### *Digital Services (Online & Mobile Banking)*

- Access account, loan, and statement information and related records.
- Initiate eligible transfers and payments, including external transfers where available.
- Manage settings and service features, request certain services, and communicate securely with the Credit Union.

Use optional features you enable, such as:

- Mobile Deposit (Remote Deposit Capture) Terms (Addendum A)
- Bill Pay Terms (If Enabled, Addendum B)
- Person-to-Person (P2P)/Send Money Terms (If Enabled, Addendum C)
- External Account Transfers (A2A) Terms (If Enabled, Addendum D)
- eStatements and Electronic Documents (If Enabled, Addendum E)
- Alerts / Notifications (If Enabled, Addendum F)

Availability. Digital Services are generally available 24/7, but may be unavailable due to maintenance, upgrades, or circumstances beyond our control. Some features may not be available for all accounts, may vary by device or channel, and may be subject to additional terms or eligibility requirements.

### 2. Acceptance; Electronic Signatures; Changes to Terms

This Agreement may be changed from time to time. We will provide notice as required by law and may provide additional notice through in-service messages, email, website postings, or other reasonable methods. Continued use of Digital Services after the effective date of a change constitutes acceptance of the change.

### 3. Eligibility, Enrollment, and Access Credentials

- You must be a member of ACU and maintain eligible Account(s) in good standing to use Digital Services.
- You will follow enrollment steps presented in Online/Mobile Banking. Enrollment and login credentials may include member identifiers, usernames, passwords, passcodes, and/or biometric authentication depending on your device.
- You are responsible for maintaining current contact information (email, phone number, mailing address) so we can deliver notices and verify your identity.

### 4. Authorized Users and Sub-Users

If you allow any person (including a sub-user) to use your credentials or access Digital Services on your behalf, you are responsible for their actions and transactions to the extent permitted by law.

Business Accounts: You are responsible for establishing appropriate internal controls and limiting employee/agent access based on job duties.

### 5. Service Availability; System Interruptions

Digital Services are generally available 24/7, but may be unavailable due to maintenance, upgrades, or circumstances beyond our control. We are not responsible for losses caused by outages or delays that are not reasonably within our control.

### 6. Fees and Third-Party Charges

We may charge fees for certain Digital Services as disclosed in our Rate & Fee Schedule or as presented within the service. Your wireless carrier and other third parties may charge additional fees (data, text, access, app store fees).

### 7. Your Responsibilities and Prohibited Use

- Use Digital Services only for lawful purposes and in accordance with this Agreement.
- Do not attempt to reverse engineer, interfere with, or disrupt Digital Services or security controls.
- Do not use Digital Services to impersonate others, commit fraud, or submit false or misleading information.

### 8. Security of Credentials and Devices

- Keep your credentials confidential; do not share passwords or passcodes.
- Use security features available on your device (screen lock, biometrics) and keep your operating system and app updated.
- Notify us promptly if your device is lost/stolen or if you suspect unauthorized access.

### 9. Error Resolution; Member Liability

If you believe an unauthorized transfer or other error occurred, contact us as soon as possible. For many consumer EFT-related errors, you must notify us no later than 60 days after we send the first statement where the

issue appears. Additional requirements and limits may apply under applicable law and your EFT disclosures. Service-specific error and dispute rules are included in the applicable Addendum.

#### 10. Privacy; Information Sharing

We will maintain the confidentiality of your information in accordance with our Privacy Notice and applicable law. We may share information with service providers and processors as necessary to provide Digital Services.

While enrolling for products and/or services, we will ask you for the following types of information:

- Contact information (such as name, address, phone number, and email address);
- Sensitive information (such as date of birth, driver's license number and social security number);
- Personal information to verify your identity and financial information (such as credit card number).

This information is required in order to verify your identity, charge you the agreed upon fees for our products and services, and to fulfill our obligation to provide our products and services to you, including communicating with third parties as necessary to provide such products and services, such as identification verification companies, consumer reporting agencies, payment validation companies, law enforcement agencies, or others.

#### 11. Disclaimers; Limitation of Liability

Digital Services are provided on an “as is” and “as available” basis to the extent permitted by law. We are not responsible for indirect, special, or consequential damages except as required by law.

#### 12. Termination; Suspension

- We may suspend or terminate your access to Digital Services for reasons including suspected fraud, unauthorized access, breach of this Agreement, account restrictions, risk management, or as otherwise permitted by law.
- We may also suspend access after extended inactivity, as communicated within Digital Services.
- You may terminate Digital Services by contacting us. Termination does not affect transactions already initiated.

#### 13. Governing Law; Severability; Entire Agreement

This Agreement is governed by federal law and, to the extent not preempted, the laws of the State of Washington. If any provision is unenforceable, the remainder remains in effect.

#### 14. Contact Information

- Phone: 253-964-3113 | Toll Free: 866-968-7128
- Mail: America’s Credit Union, PO Box 5060, DuPont, WA 98327
- Secure Message: through Online Banking/Mobile Banking (recommended for non-urgent inquiries).

### ADDENDUMS

#### Mobile Deposit (Remote Deposit Capture) Terms (Addendum A)

This Addendum applies when you use the Mobile Deposit feature in ACU’s Mobile Banking application. If there is a conflict between this Addendum and the Master Agreement, this Addendum controls for Mobile Deposit.

##### A1. Service Description

Mobile Deposit allows you to deposit checks to eligible ACU deposit accounts by capturing an image of the original check and transmitting the image and associated information to ACU or its processor. Mobile Deposits are subject to verification and are provisionally credited until final payment.

##### A2. Eligibility; Account Standing; Revocation

We may make Mobile Deposit available to Consumer and Business Accounts. Mobile Deposit is a privilege and may be revoked at any time.

###### A2.1 Eligibility requirements (general)

- You must have an eligible ACU savings, checking, or money market account in good standing.

- Accounts are generally required to be open for at least 30 days to be eligible, unless we approve earlier access.
- You must maintain current contact information; if physical mail or email is returned as undeliverable, we may suspend Mobile Deposit access.

##### A2.2 Ineligibility (examples)

You may become ineligible to use Mobile Deposit based on risk and account performance factors.

Examples include (but are not limited to):

- Your account has been negative for more than 30 days.
- You have had multiple returns due to duplicate deposits of checks.
- Your account is dormant.
- We have revoked or suspended access to certain account privileges due to prior performance.
- You are subject to collection, recovery, or legal process activity related to an obligation (for example, foreclosure, bankruptcy, or repossession).
- Your loan or credit card account is delinquent more than 30 days.
- You are subject to backup withholding.

We may revoke Mobile Deposit immediately and without prior notice where permitted by law and consistent with our risk management practices.

#### A3. Deposit Limits

Limits may vary by member and will be displayed in the Mobile Deposit feature. Current standard limits are:

- Consumer: per-check limit \$10,000; daily aggregate limit \$25,000; daily credit limit \$25,000.
- Business: per-check limit \$50,000; daily aggregate limit \$100,000; daily credit limit \$100,000.

#### A4. Eligible and Ineligible Items

You agree to deposit only checks payable in U.S. dollars and drawn on U.S. financial institutions, unless we approve otherwise.

Ineligible items include (without limitation):

- Checks payable to someone other than you (or, for business accounts, the business) or not properly endorsed.
- Checks payable jointly unless deposited into an account owned by all payees.
- Checks that are altered, suspicious, fraudulent, or not authorized.
- Checks drawn on foreign financial institutions or not payable in U.S. currency.
- Checks dated more than 6 months prior (stale-dated) or post-dated.
- Non-negotiable items, remotely created checks, payable-through drafts, or any item prohibited by law or our procedures.
- Checks previously deposited or presented by any method (including at another institution), including checks previously returned (e.g., NSF, Refer to Maker).

#### A5. Endorsements and Procedures

You must endorse the check and include a restrictive endorsement. Unless we provide different instructions in-app, endorse as: “**FOR ACU MOBILE DEPOSIT ONLY**” plus your signature (and for business accounts, include the business name if required).

You are responsible for selecting the correct deposit account and for preventing duplicate presentment (by Mobile Deposit, in-person, ATM, mail, or at another institution).

#### A6. Image Quality; Submission; Receipt; Acceptance

- Images must be clear and legible. You are responsible for the completeness, accuracy, and integrity of all images you submit.
- A deposit is considered received when you receive a confirmation in the app that we received the image. Confirmation does not mean the deposit is accepted or that funds will be available.

- We may reject any item for any reason permitted by law (including image quality, duplicate detection, or risk concerns).

#### **A7. Funds Availability; Holds; Returned Items**

Mobile Deposits are subject to ACU's Funds Availability Policy Disclosure, as amended from time to time.

We may place holds on Mobile Deposits and may make funds available sooner or later based on account history, deposit characteristics, and risk. Cut-off times and processing windows for Mobile Deposit are displayed in the app and may differ from in-branch cut-off times.

##### **A7.1 Returned items and chargebacks**

Any credit to your account for a Mobile Deposit is provisional. If an item is returned unpaid, dishonored, rejected, adjusted, or otherwise not finally collected, you authorize us to debit your account for the amount of the item and any applicable fees disclosed in our Rate & Fee Schedule.

We may provide you with an image, paper reproduction, or substitute check in place of returning the original item.

#### **A8. Retention and Destruction of Original Checks**

You must retain the original check in a secure location after transmitting it.

- Keep the original check until it appears as posted on your periodic statement or account history, and in any event no longer than 60 days after the deposit is credited, unless we request it sooner.
- During the retention period, you agree to provide the original check to us upon request to resolve disputes, claims, or for audit purposes.
- After the retention period, mark the check "VOID" and destroy it so it cannot be re-presented.

#### **A9. Error Reporting**

Notify us promptly of any suspected errors related to Mobile Deposit and no later than 60 days after the statement on which the deposit appears is sent or made available.

#### **A10. Indemnification; Representations and Warranties**

To the extent permitted by law, you agree to indemnify and hold ACU and its service providers harmless from losses, claims, and expenses (including reasonable attorney fees) arising from your use of Mobile Deposit or breach of this Addendum, including duplicate presentment, ineligible items, or fraudulent/unauthorized images.

You represent and warrant that: (a) you will comply with applicable laws and rules related to deposits; (b) each item you deposit is payable to you (or your business, if applicable); (c) endorsements and signatures are authentic and authorized; (d) items have not been altered; and (e) you will not deposit the same item more than once.

#### **A11. Business Account Provisions**

If you use Mobile Deposit for a Business Account, you agree to maintain internal controls to prevent duplicate deposits and unauthorized transmissions. You are responsible for all deposits submitted by employees, agents, and authorized users.

#### **A12. Technology Provider Notice**

Our Mobile Banking application may utilize technology provided by third-party service providers and licensors. You agree not to copy, modify, decompile, reverse engineer, or otherwise attempt to derive source code from the application, and to comply with any in-app end user license terms presented to you.

#### **Bill Pay Terms (If Enabled, Addendum B)**

This Addendum applies when you use Bill Pay in Digital Services. Bill Pay availability and features may vary by member and account type.

##### **B1. Bill Pay Service and Authorization**

- You authorize us and our Bill Pay service provider(s) to process payments according to the instructions you provide.
- Bill Pay is available through Online Banking and Mobile Banking.
- You must designate an eligible ACU checking account as the funding account for Bill Pay payments unless the service allows otherwise.

##### **B2. Payment Types; Scheduling; Cutoffs**

- Bill Pay supports one-time payments and recurring payments (where available).
- You may cancel or change certain payments through Bill Pay up until the deadline shown in Bill Pay. As a general rule, cancellations/changes must be made before 2:45 p.m. Pacific Time on the business day before the scheduled debit date; however, the deadline displayed in Bill Pay controls.
- Processing and delivery timeframes vary based on whether the payment is sent electronically or by check and are shown in Bill Pay.

##### **B3. Limits**

- Payment amount limits may apply. As a general rule, the maximum per-payment limit is \$25,000 with a monthly limit of \$150,000. For new accounts, limits may be lower (e.g., \$10,000 per payment with a \$30,000 monthly limit). The limits displayed in Bill Pay control.

##### **B4. Delivery Estimates; Your Responsibility**

- Electronic payments may take up to five (5) business days from the scheduled debit date; check payments may take seven (7) to ten (10) business days. Actual delivery estimates are displayed in Bill Pay.
- You are responsible for scheduling payments with sufficient time (often at least 10 business days before a due date) and maintaining available funds.
- You are responsible for any late fees, penalties, finance charges, or other consequences imposed by the payee due to late or failed payments.

##### **B5. Prohibited Payees**

We will not process payments to payees meeting any of the following criteria:

- Payees designated by OFAC as prohibited payees.
- Payees with an address outside the United States (except APO addresses, if supported).
- Court-ordered payments such as alimony, child support, or similar obligations.
- Tax entities.
- Collection agencies.

##### **B6. Stop Payments; Errors**

- Our ability to stop a Bill Pay payment depends on the payment method and timing (for example, electronic payments may not be stoppable once processed).
- If you need assistance stopping a payment that has already been processed, contact us promptly at the phone number in Section 14.
- We may refuse or reverse a payment instruction that appears erroneous, incomplete, or potentially fraudulent.

#### **Person-to-Person (P2P)/Send Money Terms (If Enabled, Addendum C)**

This Addendum applies when you use any P2P/Send Money feature available through Digital Services.

##### **C1. Payment Network and Authorization**

- We may use a payment network/service provider to facilitate P2P payments. The payment network may act as your agent with respect to custody of funds only.
- You authorize us and the payment network to act on your P2P instructions and to make transfers from your account to fund P2P payments.

##### **C2. Eligibility and Identity Verification**

- We and the payment network may make inquiries to validate your identity and eligibility for P2P (including requesting additional information or using third-party sources).
- We may approve, limit, suspend, or deny P2P access at our discretion.

##### **C3. Transfer Timing; No Limited Cancellation**

- When you send money, funds may be transferred immediately from your account. Once you authorize a P2P transfer, you may not be able to cancel it.
- You are responsible for verifying recipient details (email address or mobile phone number) before sending.

#### **C4. Unclaimed, Refused, or Refunded Transactions**

- A recipient is not required to accept payment.
- If a payment is unclaimed, denied, or refunded, funds are generally returned to your account within 30 days of the date you initiate the payment, as described within the P2P feature.
- If a recipient does not enroll or accept within the time window shown in the service (often 30 days), you may be able to request an earlier return using the return function within the P2P feature.

#### **External Account Transfers (A2A) Terms (If Enabled, Addendum D)**

This Addendum applies when you link and transfer funds between your ACU accounts and accounts you hold at other financial institutions.

- You authorize us to verify ownership of any external account you add, using reasonable verification methods.
- Transfer limits, processing times, and cutoffs are displayed within the External Transfers feature and may vary by member and account type.
- You are responsible for ensuring sufficient funds are available and for any fees charged by third-party institutions.
- We may refuse or reverse external transfers that appear unauthorized, erroneous, or potentially fraudulent.

#### **eStatements and Electronic Documents (If Enabled, Addendum E)**

This Addendum applies when you enroll to receive statements and certain notices electronically through Digital Services.

- By enrolling in eStatements, you consent to electronic delivery of statements and related notices made available through Digital Services.
- We may send a notice (e.g., email) when a statement is available. You are responsible for maintaining a current email address and for reviewing statements promptly.
- You may request paper copies as described in your account disclosures; fees may apply per the Rate & Fee Schedule.
- You are responsible for maintaining the equipment/software needed to access, view, download, and retain electronic documents.

#### **Alerts / Notifications (If Enabled, Addendum F)**

This Addendum applies when you use Alerts (email, push, or text) available through Digital Services.

- Alerts are provided as a convenience. We do not guarantee delivery or timeliness of Alerts.
- You are responsible for keeping your contact information current and for monitoring your accounts through statements and transaction history.
- Carrier rates and data/text fees may apply. Do not reply to automated alert messages unless the feature supports replies.