

Electronic Fund Transfer Services Disclosure



800.431.2754
www.usalliance.org

ELECTRONIC FUNDS TRANSFERS

You can use Electronic Funds Transfers (EFT) to:

- Transfer money into your USALLIANCE account from another financial institution;
- Transfer money between accounts at USALLIANCE; and
- Transfer money from your USALLIANCE account to your account at another financial institution.

EFT into Your Account from Another Institution

If you're paying a loan or making regular deposits to your Checking Account with a check from another financial institution, you can save time by using EFT. Transfer the funds directly into your account each month from the other financial institution to assure that the money is always there and available, not delayed or lost in the mail. You'll always know exactly when your account is being debited and you'll have a clear, concise record of all transactions right on your statement.

To enroll, complete the "Agreement for Preauthorized Transfers into My USALLIANCE Account" and return to USALLIANCE Financial, 411 Theodore Fremd Avenue, Suite 350, Rye, NY 10580-1410.

Transfer Funds between USALLIANCE Accounts

You can also use EFT to transfer funds automatically within USALLIANCE. You can transfer money automatically between your USALLIANCE Checking and Savings Accounts. You can also transfer funds from your account into other members' accounts such as your spouse's, children's or parents' accounts.

EFT Transfer from Your Account

Authorize automatic transfers for a regular fixed amount from your Savings or Checking Account to an account at another financial institution. Once authorized, these transfers will occur automatically on the same day (or, if it is not a business day, on the next business day). Just complete the "Agreement for Preauthorized Transfers from My USALLIANCE Account" and return it to USALLIANCE Financial, 411 Theodore Fremd Avenue, Suite 350, Rye, NY 10580-1410.

ELECTRONIC FUNDS TRANSFER DISCLOSURE

(Please retain for your records)

Electronic Funds Transfers You Make: You may authorize the following Electronic Fund Transfer (EFT) transactions:

- Deposits to your Checking or Savings Account through an Automated Clearing House (ACH), Dial-Up (USALLIANCE's audio response service), Online Banking (USALLIANCE's Internet and Mobile Banking), your employer, and at participating Automated Teller Machines (ATMs), financial institutions and merchants.
- Withdrawals and payments from your Checking or Savings Account through an ACH, Dial-Up, Online Banking, your employer and at participating ATMs, Point-of-Sale (POS) terminals, financial institutions and merchants

We have the right to decide which third parties we will permit transfers to be made to or from. While not legally considered electronic funds transfers, Dial-Up and Online Banking may permit other electronic transfers that do not involve the actual transfer of funds to a third party, such as loan payments and advances, and other electronic transactions, such as checking balances, determining if a check was paid, ordering checks, redeeming Term Savings Accounts, or placing a Stop Payment Order.

Limits on Transfers: Each calendar day, on your Checking Accounts, you may authorize:

- An unlimited number of deposits through an ACH, POS, Dial-Up or Online Banking transaction;
- An unlimited number of payments or transfers through an ACH, Dial-Up or Online Banking transaction;
- An unlimited number of loan payments to a USALLIANCE loan;
- An unlimited number of payments to USALLIANCE for insurance and other authorized transactions;
- Up to 6 separate ATM withdrawals totaling not more than \$1,000, minimum \$20 each (On request additional funds may be released with USALLIANCE consent.);
- An unlimited number of merchant purchases;
- A cash advance at participating financial institutions.

Each calendar month, on your Savings Account, you may authorize:

- An unlimited number of deposits through an ACH, POS, Dial-Up or Online Banking transaction;
- An unlimited number of loan payments to USALLIANCE loans;
- An unlimited number of payments to USALLIANCE for insurance and other authorized transactions.

Each calendar day, on your Club Account, you may authorize:

- An unlimited number of deposits through an ACH, Dial-Up or Online Banking transaction.

From your USALLIANCE loans, consistent with your loan agreement(s), you may authorize:

- An unlimited number of loan advances.

For security and regulatory purposes, there may be additional limitations on the type, dollar amount or number of transaction permitted at certain times to safeguard your accounts against misuse or when you have failed to follow proper procedures for accessing your accounts.

Charges for EFT Services: Our charges for EFT Services are detailed in the brochure entitled Fee Schedule. USALLIANCE reserves the right to change these fees and/or impose additional charges after giving you adequate notice.

When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you did not complete a fund transfer).

Documentation: You will receive a receipt each time you use your Card at an ATM or at a participating financial institution or merchant.

Your monthly statement will identify the merchant, financial institution or electronic terminal where you made your Card withdrawal. Sale, cash advance, credit or other receipts are not returned with your statement. You should retain the receipts furnished at the time of the transaction to verify your statement charges. There will be a charge for photocopies of receipts we supply.

Transfers made through Dial-Up or Online Banking will be documented only on your statement. Individual receipts are not provided.

You must approve any preauthorized EFT deposit or payment in writing and whoever obtains your authorization must give you a copy of your authorization. Your authorization must include your full Account Number.

You must tell us promptly of any change in your mailing address and contact numbers. You must review your monthly statement promptly after you receive it. If you do not, you may be held liable for any number of unauthorized transactions on your consumer account.

If you scheduled EFT deposits from the same payer at least once every 60 days, you may call us at 800-431-2754 to ascertain if the deposit has been received. The confirmation is available without charge only when the payer is not required to notify you that the EFT deposit has been initiated.

If a preauthorized EFT payment from your consumer account varies in amount from the previous EFT payment, the person you are to pay must tell you the new payment amount and its scheduled date at least 10 days before the payment is due. Or you may choose to be notified only when the payment amount will differ by more than a certain amount, or when the payment will not fall within a range you have specified.

How to Place a Stop Payment on Pre-Authorized EFT

Payments: You can stop payment on preauthorized EFT payments from your consumer account by first contacting the organization you have authorized to make payments against your consumer account. You may also ask us to stop a preauthorized EFT payment from your consumer account by notifying us at least 3 business days before the scheduled date of payment. You may:

- Write USALLIANCE at 411 Theodore Fremd Avenue, Suite 350, Rye, NY 10580-1410, giving your USALLIANCE Account Number and identifying specifically, by payee, the payment you want stopped; or
- Call USALLIANCE at 800-431-2754. You will be asked to identify yourself using your USALLIANCE Personal Identification Number (PIN). If you call, we must receive your written confirmation to USALLIANCE within 14 calendar days.

Limits of Liability: If USALLIANCE does not place a stop payment or complete a transfer to or from your account on time or in the correct manner according to our agreement with you, USALLIANCE may be liable for your losses and damages. However, there are some exceptions. USALLIANCE will not be liable, for instance:

- If you provide less than three (3) business days for an ACH stop payment request prior to the transaction effective date;
- If the date of the stop payment request is greater than twelve (12) months before presentation of the item for payment, unless the stop payment has been renewed;
- If the information provided to USALLIANCE to process the stop payment is incorrect;
- If through no fault of USALLIANCE, there are not enough available funds to make the transfer or if the transfer would take you over your credit limit on your overdraft line or exceed amounts discretionarily paid under the Overdraft Privilege program;
- If the funds in such accounts are restricted by a legal process, assignment, claim encumbrance or other prohibitions against withdrawals;
- If the fault lies with the member; or
- If circumstances beyond USALLIANCE's control prevent the transfer, despite reasonable precautions taken.

Your stop payment request will be effective the next business day for all payments to the payee you specified. The stop payment request is permanent until written authorization is received from you, an account holder, releasing the stop payment request. There is a fee for each stop payment request and for any transfer returned unpaid. You agree that we may debit our fees against any USALLIANCE account you own.

Your Ability To Stop Payments Is Limited: Except for the preauthorized EFT payments discussed above, you cannot stop payment on electronic funds transfers. Therefore, you should not authorize electronic access for purchases, services or transactions unless you are sure you will not need to stop payment. Transfers that cannot be stopped include, but are not limited to, ATM withdrawals, POS transactions, merchant purchases, transfers and payments made through Dial-up or Online Banking.

Your Liability for a Lost Card, PIN or Unauthorized Electronic Funds Transfer (EFT) Transaction on Consumer Accounts:

Tell us AT ONCE if you believe your card or personal identification number (PIN) has been lost or stolen, or if you believe that an electronic funds transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your Card or PIN, you can lose no more than \$ 50 if someone used your Card or PIN without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your Card or PIN, and we can prove we could have stopped someone from using your Card or PIN without your permission if you had told us, you could lose as much as \$ 500. Also, if your statement shows transfers that you did not make, including those made by Card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we may extend the time periods.

Whom to Notify: If your Card or PIN is lost or stolen or someone has or may transfer funds from your consumer account without permission, call USALLIANCE immediately at 800-431-2754 or write USALLIANCE at 411 Theodore Fremd Avenue, Suite 350, Rye, NY 10580-1410.

Our Business Days: Our regular business days are Monday through Friday. However, USALLIANCE is closed for business on Federal Reserve System holidays. Calendar days include business days, Saturdays, Sundays and holidays.

Our Liability for Errors: If we do not complete a transaction to or from your consumer account on time or in the correct amount according to our agreement with you, we will be liable for your losses and damages. However, there are some exceptions. We will not be liable, for instance:

- If, through no fault of ours, you do not have money in your consumer account or sufficient available credit to make the transfer;
- If the terminal you are using does not have enough cash;
- If the terminal is not working properly and you know about the breakdown before completing the transaction;
- If Dial-up or Online Banking is not working properly and you know about the breakdown before completing the transaction;
- If you did not receive a valid confirmation number;
- If your PIN has been reported lost or stolen, or we have canceled your PIN;
- If we believe that you or someone else is using the consumer account for fraudulent or illegal purposes;
- If you do not follow instructions properly or if you enter an invalid account number or PIN;
- If your USALLIANCE account is restrained by court order;
- If the transfer would violate the terms of any other agreement we have with you or if your account is delinquent or in default or if you haven't paid all your fees;
- If circumstances beyond our control (such as a fire or flood, electrical or telecommunications failure, postal delays or strikes) prevent the transfer, despite reasonable precautions that we have taken.

There may be other exceptions in other specific agreements we have with you.

Account Information Disclosure: We will disclose information to third parties about your USALLIANCE account or the transfers, payments or withdrawals you make:

- When it is necessary for completing transfers; or
- To verify the existence and status of your USALLIANCE account or your current address to a third party such as a merchant; or
- To persons authorized by law in the course of their official duties; or
- To our employees, auditors, affiliates, subsidiaries, service providers, regulatory agency, attorneys and collection agents in the course of their duties; or
- To comply with a government agency or court order; or
- When you give us your written permission.

In Case of Errors or Questions about Electronic Transfers on Your Consumer Account: Telephone USALLIANCE at 800-431-2754 or write USALLIANCE at 411 Theodore Fremd Avenue, Suite 350, Rye, NY 10580-1410 as soon as you can if

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

- Tell us your name and account number.
- Describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe it is in error or why you need more information.
- Tell us the dollar amount of the suspected error.

If you tell us orally, we will require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 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 10 business days, we may not credit your account.

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

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

September 2024



800.431.2754
www.usalliance.org

Federally Insured by NCUA

09-05-2024-0128