Electronic Funds Transfer and Cardholders Agreement

We are the County Federal Credit Union at 82 Bennett Drive, Caribou, Maine, and our telephone number is 207-498-8756.

You (if this is a joint account, singular pronouns shall include each of you) hereby agree to the rules and regulations affecting the issuance of the "CU/24 Visa Check Card" provided by us for your convenience.

Personal Identification Number (PIN) - will be your "remote banking facility," and you are very responsible for its confidentiality. The PIN should be memorized and not written, in order to prevent unauthorized use and so you may report its loss or theft accurately.

Authorized Use – Only you or any person authorized by you to use the Card (collectively referred to as "you" or "your account") are authorized to use the Card in any transaction that is illegal under applicable federal, state or local law.

Business/Commercial Members Are Prohibited From Engaging in Unlawful Internet Gambling-Unlawful Internet Gambling Enforcement Act Notice

Recent federal legislation has prohibited electronic transfers of funds to internet gambling and similar transactions. You are prohibited from being processed through this account or relationship. Further, certain transactions generated electronically, but not limited to, those in which, credit, electronic funds transfers, checks, or drafts are knowingly accepted by gambling businesses in connection with the participation by others in unlawful internet gambling.

Consumer Liability for Unauthorized Electronic Funds Transfers – Tell us at ONCE if you believe your Card or PIN has been lost or stolen, or if you believe that an electronic transfer has been made without your permission using information from your Card. Telephoning is the best way of keeping your possible losses to a minimum.

If a Visa or Interlink transfer was made using your card or card number without your permission and was not caused by your gross negligence or tru, you will have no liability for this unauthorized transfer.

You can lose all the money in your account (plus our minimum 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 you have taken reasonable steps to protect your Card and PIN.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your Card or PIN, and you can prove that we could have stopped someone from using your card or your card number 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 of the statement you are first made available 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 transfer was made by a card at a hospital dialysis unit, from telling us, we will extend the time periods.

We are liable only for losses in excess of the limits stated.

Non-VISA PINless Debit Card Transactions – We allow non-VISA debit card transactions. You may use a non-VISA debit card (such as a Pin-Del Debbit-Net (a non-VISA network) without using a PIN) to authenticate your transactions. (Visa rules generally define a PIN-Debit Network as a non-VISA debit network that typically authenticates transactions by use of a personal identification number (PIN) but that is generally not known for having a paper card program.) The non-VISA debit networks for which such transactions are allowed are FCVC and ACCEL.

Examples of the types of actions you may be required to initiate in order for Visa transactions on your Visa Check Card to be approved include signing a receipt, providing a debit card number over the phone or via the Internet, or using the debit card through a point-of-sale terminal. The cardholder shall be responsible for any unauthorized transaction resulting from the improper use of the card or any information contained on the card or any information derivable from an existing relationship with you instead of through the use of the PIN.

We may be advised that the terms and conditions of your agreement with us relating to Visa debit transactions do not apply to non-VISA debit transactions. For example, the additional limits on liability sometimes imposed by Visa to cover card travel and the fraud and error resolution procedures offered on Visa debit card transactions are not applicable to non-VISA debit card transactions.

Notification Procedures – If you believe your Card, your PIN, or other information which could provide electronic access to your account has been lost or stolen, or that someone has transferred or may transfer money from your account without your permission, call us at 207-498-8756 or write us at the address given at the beginning of this agreement.

Business Days – Our business days are Monday through Friday 8:30 a.m. to 4:30 p.m. excluding state and federal holidays.

Types of Transactions Available and Limits on Such Transactions – You may use your card to withdraw from or make deposits to your share draft account, and perform other such financial transactions as we may from time to time permit during the business hours of any remote or automated teller machine.

Transfers among accounts that have been linked to a share draft account (called Point-of-Sale purchases). These Point-of-Sale purchases will be deducted from the accounts designated as available for application.

Limitation on Frequency and Amount of Transactions – For the protection of our members, we have limited the amount of each withdrawal from an account to $5,000 ($250 per day) per a remote teller machine. You may not use your card or any other cards issued by us for the purchase of goods or services such as air travel, merchandise or services in our Point-of-Sale (POS) transfer service if your card is only attached to your share draft account and your card is not attached to your share draft account, this amount is increased to $5,000 ($250 per day).

Delays in Posting Transfers – Due to the nature of the "ATM" system, there will be delays between the time of any activity on your account(s) and the time it is reflected in your account(s).

Charging for Originating Shares and Remote Banking Transactions

A transaction resulting in a withdrawal from your share draft account using the Visa Check Card or the Access Card will result in a charge to your account for the transaction, but the account will not be credited. Any fees, such as postage and handling, service fees, taxes, and surcharges, will be deducted from your share draft account. Please contact the credit union for current charges.

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

Foreign Transactions

Transactions in foreign currencies and foreign currencies will be billed to you in U.S. dollars.

1% International Transaction Fee will be assessed on all transactions where the merchant country differs from the country of the card. The converted transaction amount will be shown separately from the International Transaction Fee on your account statement. This fee will be assessed on all international debit card transactions.

Visa charges 0.8% for international transactions that do not involve currency conversions.

The applicable rate for transactions in a foreign currency will be a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date. This rate may vary from the cardholder fee, and the government mandated rate in effect for the applicable central processing date plus the 1% International Transaction Fee.

Visa assessed surcharge/cess fees for ATM or manual cash disbursement transactions initiated outside of the U.S. region. Visa processes a cash disbursement fee of 0.15% + $ 0.50 for international ATMs where a surcharge fee has been assessed. The 0.15% applies to the amount of cash disbursed and not the surcharge/cess fee. In other words a $200 cash disbursement is charged a $0.30 and a $1300 surcharge fee is applied, the 0.15% will be based on the $200.

Cash Disbursement Transactions outside the U.S. region without an Access/Surcharge Fee Assessed – if a surcharge fee is not assessed on a qualified Visa and Plus ATM international and regional cash disbursement transaction, the $0.50 disbursement fee will be assessed based upon the location of the transaction as follows: Asian Pacific, 0.5% + $0.50 cash disbursement fees, Europe, Middle East, and Africa, 0.25% + $0.55, Europe, US, Latin America and the Caribbean, 0.52% + $0.50.

Conditions Under Which We W ill Disclose Information to a Third Party – We agree that we may, and you hereby authorize us, to disclose information to third parties about your account(s) or the transfers you make (1) where it is necessary for completing the transfers; (2) in order to perform the condition of your accounts for a third party, such as a court or bankruptcy examiner or creditor; (3) to comply with government agency or court orders; or (4) if we have your permission.

Documentation of Transfer – You can get a receipt at the time you make any transaction (except inquiries) involving your account using your Visa Check Card or your Point-of-Sale (POS) terminal. You will also receive on a monthly basis a statement of your account activity.

Error Resolution: This Section Applies to Consumer Accounts – Telephone, or write us AS SOON AS YOU CAN if you think your statement or receipt is wrong, or if you need more information about a transaction listed on the statement or receipt. We must hear from you no later than 30 days after we send you the FIRST statement on which the problem or error appeared.

Provide the following information:

1. Your name and account number.
2. Describe the error or the transfer you are unsure about, and a clear explanation of why you believe it is an error, or why you need more information.
3. The dollar amount of the suspected error.
4. If you have received an explanation, you may request the error or the explanation in writing.

We will investigate your complaint within ten (10) business days after we receive from you and verify any error. We will tell you in writing of our results within ten (10) business days after completing the investigation. If we determine that there was no error, we will send you a statement of the results of our investigation, describing what we did and why we made a particular determination. If we need more time to finish the investigation, we may tell you why and when we will have the investigation results to you. We will tell you at that time if additional time is needed and if we need more information.

In the event we decide that we will not reverse the error, we will send you notification of this decision and explain our reasons. We will also tell you how you can then present your claim in writing. You may file a written statement with us describing in detail the error and requesting that we reverse the disputed item or correct the account. We will make a good faith effort to investigate your complaint, unless you file your written statement with us within ten (10) days of our notice to you.

We will not be required to hold an item discontinued in error for more than 10 business days after receipt of your notice. We will complete our investigation promptly, and within 10 days of receipt of your written statement, unless we notify you in writing that additional time is needed because of circumstances that preclude the completion of our prompt investigation.

We will provide you, upon request, a list of persons to whom we disclosed your account number during the last 12 months. If you ask us to stop this disclosure, we will stop disclosing your account number to the extent permitted by law.

You may contact the credit union in writing to request a copy of the documents that we used in our investigation.

Overdrafts – If you withdraw(s) create a negative balance in your account, you agree to repay us the amount of the overdraft, including customary and usual overdraft charges in the same manner as any other overdraft on your account.

Cancellation – your card and PIN remain our property and an immediate surrender of either of them may be required by us at any time. We may cancel the (and continue at other site)
It's an ATM Card... only better.

Wouldn't it be great if your ATM card could do even more for you? What if it allowed you to charge purchases against your credit union share draft account? That's the idea behind the CU24 Visa Check Card— the ATM card that works like a check wherever Visa debit is accepted.

Use the card instead of a check.

Where checks aren't accepted—such as restaurants and gas stations—or when you don't want to carry your checkbook, use your CU24 Visa Check Card instead. Wherever you see the Visa debit, NYCE, PLUS or ACCEL network symbols, simply present your card, and the amount of your purchase will be deducted automatically from your credit union share draft account.

Get cash worldwide and Surcharge Free in Maine

The CU24 Visa Check Card is your ticket to instant cash! With thousands of ATMs worldwide, you can use the card to transfer funds between accounts, check balances and make withdrawals from your credit union share and share draft accounts.

You can use your CU24 Visa Check Card surcharge-free at over 100 ATMs in Maine through the SURF network, the Surcharge Free Credit Union Alliance. Ask us for a complete listing of all SURF surcharge-free locations or just look for the SURF logo.

To use your CU24 Visa Check Card at an ATM, simply follow the instructions shown on the screen.

1. Insert card.
2. Enter your Personal Identification Number (PIN).
3. Select transaction (cash withdrawal, deposit, etc.).
4. Enter amount.
5. Remove currency and/or acknowledgment slip.
6. Remove card.

To use your CU24 Visa Check Card at a Point-of-Sale terminal that accepts Visa debit, it's just as simple.

1. Run the card through the terminal.
2. Select a method of payment... and proceed as instructed.