

# Electronic Funds Transfer Agreement



## Your Rights and Responsibilities

The Electronic Funds Transfers (EFT) Cedar Point Federal Credit Union is capable of handling are as follows, some of which may not apply to your account. Please ensure you read and understand your rights and obligations for these transactions as explained in this disclosure. Retain this copy for future reference.

**Direct Deposit.** You may authorize certain direct deposits to be accepted into your share savings or share draft account(s).

**Preauthorized Withdrawals.** You may authorize to pay certain items or recurring items from your savings or checking account(s).

**Electronic Check Conversion.** Your check may be used as a source document for an electronic transaction.

## Digital Banking and Teller24

**Account access to Digital Banking.** You may access your account information 24 hours a day on your computer, mobile phone, or tablet via our Digital Banking platform. Digital Banking requires a Login ID and password for access.

**Account access through Teller24.** You may access your account information 24 hours a day by touch-tone phone via Teller24 at (301)863-0057 or (800) 444-6119. Teller24 requires a Login ID and personal identification number (PIN) for access.

Both services allow you to:

- transfer funds within the same share account number. There may be limitations on these transfers. See the Rate and Fee Schedule for more information about limitations.
- make loan payments within the same share account number.
- make a stop payment on a check or a range of checks. A fee may be charged for this service. See the Rate and Fee Schedule for more information.
- obtain the following information:
  - the balance on your account(s)
  - share draft(s) cleared on an account(s)
  - loan balance on your account(s)
  - loan summary information on your account(s)
- change your PIN or password.

In addition to these services, Digital Banking allows you to:

- Transfer funds\*:
  - To other accounts at Cedar Point
  - To or from an account at another financial institution
  - Make transfers to other people using Zelle®
  - Between unrelated accounts by setting up and saving linked accounts or member-to-member transfers
  - By setting up recurring transfers within your account or to a saved linked account or member-to-member transfer

*\*There may be limitations on these transfers. See the Rate and Fee Schedule for more information about limitations.*
- Apply for a loan online.
- View your credit score with a soft-pull on credit.
- Make remote deposits to your account by scanning and delivering images electronically.
  - Deposits may be made up to a limit of \$3000.00.
  - Deposits made before 5:00 pm will generally be available in 2 business days.
  - Deposits made after 5:00 pm will generally be available in 3 business days.

*See the Mobile Deposit User Agreement for more information on limitations.*
- Access Online Bill Pay
  - initiate payments from your share draft account to designated merchants.
  - for information on merchant limitation refer to the Online Bill Pay agreement
  - make transfers to another person by text message or email.

*See Rate and Fee Schedule for overdraft information and limitations.*
- Place a travel notice on credit and debit cards when you are traveling outside the area.
- Report lost or stolen debit cards.

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- View your monthly statements in electronic form and choose to turn off mailed paper statements.
- View and print drafts cleared on your account - see website for limitations.
- Reset your password online.
- Access your Mastercard account through Mastercard Online
- View transaction history on your account(s)
- View loan payment history on your account(s)
- Order checks
- Switch your direct deposit to Cedar Point with ClickSwitch
- Find some subscription service payments and switch them to a Cedar Point card with CardSwap
- View your finances and budget using Contextual PFM
- Set up and receive account alerts
- Update your contact information
- View all your accounts with one Login ID

Teller24 allows you to obtain the last five transactions on your account(s).

### VISA Debit Card

You must sign and activate the card to use it. Follow the instructions that come with the card for activation. Once you have signed and activated the card, you may access your account to:

- Purchase goods and services from any place VISA Debit Cards are accepted. Funds to cover your Visa Debit Card transactions will be deducted from your share draft account.
  - The Visa Debit Card may only be used for legal purposes.
  - If there are not sufficient available funds in your share draft account to pay for the transaction amount, and there is not an overdraft protection plan that transfers the necessary funds from a loan account or another account, we may not pay the amount and may terminate all services under this agreement.
  - Every Visa Debit Card is linked to a sophisticated computer-based security network. As a deterrent to credit card/debit card fraud, we will be participating in the eNFACT Fraud Protection program.
  - To make an online purchase you may be required to provide a password for authentication. Passwords are created by you when signing up for Verified by Visa at [www.visa.com/verified](http://www.visa.com/verified).

### Debit Card Transfers, Types of Transfers, and Dollar Limitations

You may access your account(s) through an automated teller machine with our ATM card or debit card and PIN, to:

- Make deposits to a savings and/or checking account(s)
  - Deposits may be made up to a limit of \$2500.00.
  - Deposits made before 3:00 pm will be available in two business days.
  - Deposits made after 3:00 pm will be available in three business days.
  - Longer delays may apply. Please reference the funds availability disclosure for funds availability
- Obtain cash withdrawals from share savings and/or share draft account(s)
  - Withdrawals may be limited to no more than \$500.00 for debit cards within a 24-hour period, assuming funds in your account(s) are available.
  - Transfer funds within the same share account number
- To obtain the account balance on your account(s)

**Some of the above-listed services may not be available at all terminals.**

### Visa Debit Card Daily Transactions

With your checking account and your Visa Debit Card, you may generally make purchases of up to \$2000.00 in goods or services within a 24-hour period from one or a combination of designated accounts provided that funds are available. You may access your checking account(s) to obtain cash from a merchant (in person), if allowable by the merchant or from a participating financial institution. You may not exceed \$500.00 in these transactions within a 24-hour period.

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These limitations are imposed as a safeguard to minimize losses, but we are not obligated to maintain or enforce these limits.

### Important Information About Your Debit Card

**Authorizations.** Most merchants ask us to authorize your purchase. We may authorize or refuse to authorize a transaction based on a different amount than the authorization request because some merchants (such as “pay at the pump” for fuel) request authorization for an amount that is unrelated to the actual amount of the purchase. We may suspend preauthorized recurring charges with merchants if, for example, Your Card is lost or stolen, You default, or We change Your Account for any reason. If preauthorized recurring charges are suspended, you are responsible for making direct payment for such charges until You contact the merchant to reinstate recurring charges.

**Information updating service and authorizations.** If you have authorized a merchant to bill charges to your card on a recurring basis, it is your responsibility to notify the merchant in the event your card is replaced, your account information (such as card number or expiration date) changes, or your account is closed. However, if Your card is replaced or your account information changes, you authorize Us, without obligation on our part, to provide the updated account information to the merchant in order to permit the merchant to bill recurring charges to your card. You authorize us to apply such recurring charges to your card until you notify us that you have revoked authorization for the charges to your card. Your card is automatically enrolled in an information updating service. Through this service, your updated account information (such as your card number or expiration date) may be shared with participating merchants to facilitate continued recurring charges. Updates are not guaranteed before your next payment to a merchant is due. You are responsible for making direct payments until recurring charges resume. To revoke your authorization allowing us to provide updated account information to a merchant, please contact us.

**Holds.** When we give authorization to a merchant, we will reserve or place a hold on funds in your account, generally for 3 business days, to pay for your purchase. However, for some types of purchases, we may place a hold for a longer period. There are times – for example, at restaurants or for gas purchases, car rentals, or hotels – when merchants won’t know the exact amount of your purchase when they request the authorization. If the authorization is more or less than your actual purchase amount, the hold may remain even after your purchase amount is paid from your account. The purchase amount will be paid from your account whenever the merchant sends it to us, even if that is after the hold has expired.

**Foreign Transactions.** Purchases and cash advances made in currencies other than U.S. dollars will be converted to and billed to you in U.S. dollars under the regulations established by VISA International. We do not determine the currency conversion rate, which is used, nor do we receive any portions of the currency conversion rate. The conversion rate to U.S. dollars will be (I) A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or (II) the government-mandated rate in effect for the applicable central processing date, in each instance, plus or minus any adjustment determined by the Issuer. Conversion to U.S. dollars may occur on a date other than the transaction date; therefore, the currency conversion rate may be different from the rate in effect at the time of the transaction. You agree to pay the converted amount.

A fee of 1% will be imposed on all international transactions. International Transactions are defined as transactions where Merchant Country is different from the Issuer Country. The International Service Assessment (ISA) fee applies to the purchase or cash disbursement of original transactions, including their corresponding reversal transactions. The ISA Fee is not assessed on credit transactions, chargeback, representations, or second chargeback transactions or transactions originating at US bases where the country code is designated as U.S.A.

### Notice Regarding ATM Fees by Others

If you use your VISA Debit Card at an automated teller machine that is not operated by us, you may be charged a fee by the operator of the machine and/or by the automated transfer network.

### Termination of Debit Card Services

You may terminate your VISA Debit Card agreement at any time by notifying us in writing and stopping your use of your card and any access code. All cards must be returned to the Credit Union. We may also terminate this agreement at any time by notifying you in writing. We may also program our computer not to accept your card or access code for Visa Debit Card services. Regardless of who terminates the Agreement, the termination shall not affect your obligations under this Agreement for any electronic transactions made prior to termination.

### Right to Documentation of Electronic Funds Transfers

**Terminal Transfers.** You can get a receipt at the time you make any transfers to or from your account using one of our automated teller machines or point-of-sale terminals. You may also receive a receipt from a retail merchant when making a purchase in person provided the transaction exceeds \$15.00.

**Preauthorized Credits.** If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, the person or company making the deposit will tell you every time they send us the money.

**Periodic Statements.** You will get a monthly account statement from us regarding your accounts.

### Stop Payment Procedures and Notice of Varying Amounts

## Electronic Funds Transfer Agreement



**Right To Stop Payment and Procedure For Doing So** - If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here's how:

Contact us at the telephone number or address listed in this disclosure, in time for us to receive your request three business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call. A fee will be charged for each stop payment order you give. Refer to STOP PAYMENTS in the TERMS AND CONDITIONS of your account agreement.

**Notice of Varying Amounts.** If these regular payments vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)

**Liability for Failure To Stop Payment of Preauthorized Transfer.** If you order us to stop one of these payments three business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

### Our Liability

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

- If, through no fault of ours, you do not have enough available funds in your account to make the transfer.
- If the transfer would go over the credit limit on your overdraft line.
- If you used your card or access code in an incorrect manner.
- If the terminal or system was not working properly and you knew about the breakdown when you started the transaction.
- If circumstances beyond our control (such as fire or flood) prevent the transaction, despite reasonable precautions that we have taken.
- If funds in your account are pledged or frozen because of a delinquent loan.
- If the electronics transfer is incomplete as a result of your willful or negligent use of your Card, access code, or any EFT facility for making such transfers.
- There may be other exceptions stated in our agreement with you.

### Confidentiality

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

- When it is necessary for completing transfers, or
- In order to verify the existence & condition of your account for a third party such as a credit bureau or merchant or
- In order to comply with government agency or court orders or
- If you give us your written permission.

### Consumer Liability

Tell us **AT ONCE** if you believe your card and/or code has been lost or stolen. Telephoning is the best way of keeping your possible loss down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within two business days, you can lose no more than \$50 if someone used your card and/or code without your permission.

If you do **NOT** tell us within two business days after you learn of the loss or theft of your card and/or code, we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500.

**Special rules for Visa Debit Card:** Your liability for unauthorized purchases is \$0 except in cases of negligence. If your statement shows transfers that you did not make, tell us at once.

If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we may extend the time period. If you believe your card and/or code has been stolen or that someone has transferred or may transfer money from your account without your permission, call or write to us at the telephone number or address listed in this disclosure.

**Your liability for unauthorized transfers:** When you give someone electronic access to your account, whether through password, card, PIN, or other means of access, you are authorizing that person to access and use your funds, and you are responsible for all transactions that person performs. All transactions that person performs, even those transactions you did not intend or want to be performed, are authorized transactions. Additionally, transactions that you or someone acting with you initiate with fraudulent intent are also authorized transactions.

For the purposes of these disclosures, our business days are Monday through Friday. Holidays are not included.

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### Personal Identification Number (PIN)

You are responsible for any and all PINs related to your account. When selecting your PIN, you should not use any part of the following numbers:

- Social security number,
- Birthdate, anniversary date, etc.,
- Street address,
- Driver's license number, or
- Any other identifying card numbers

Do not write your PIN on your card to record it. You should know your PIN by memory. Never make your PIN known to anyone. We may not be held responsible for your PIN.

The above guidelines are added protection for you in the event of a lost or stolen card.

### Error Resolution

In case of errors or questions about your electronic transfers, call or write to us at the telephone number or address listed in this disclosure immediately. Your account will be considered a new account if it has been open for less than 30 calendar days. If you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt, we must hear from you no later than 60 days after we sent the FIRST statement in which the problem or error appeared.

- Tell us your name and account number (if any).
- Describe the error or the transfer you are unsure about and explain as clearly as you can why you believe it is an error or why you need more information.
- If you tell us verbally, we may require that you send us your complaint/question in writing within 10 business days.

We will tell you the results of our investigation within 10 business days (20 business days for new accounts) 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 (90 days for new accounts). If we decide to do this, we will credit your account within 10 business days (20 business days for new accounts, 5 business days for Visa Debit Card transactions), for the amount you think is in error, so that you will have the use of the funds 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, a credit may not be issued to your account. If we decide that there was an error, we will send you a written explanation within three days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

CEDAR POINT FEDERAL CREDIT UNION  
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Policy Reviewed February 5, 2024