

## Your debit card works like cash.

### Protect it like cash!

- Sign the back of your card before you use it.
- Memorize your Personal Identification Number (PIN).
- Keep your PIN confidential. Don't write it down, carry it with you, or share it.
- Shield keypads when entering your PIN.

**Alaska USA will never mail, call, or e-mail you asking for your PIN or account information. When you call Alaska USA, you will be asked questions to verify your identity, but you will never be asked for your PIN.**

## Free, online account access with UltraBranch® helps you keep track!

- Monitor your transactions online. No need to wait for your statement.
- Set e-mail alerts for low account balances.
- Stop payment on a check.
- Sign up for Bill Pay to easily track your payments.

# Alaska USA Federal Electronic Fund Transfer Act Disclosure

AKUSA 01763 R 0711

Alaska USA offers various methods for its members to initiate and perform electronic fund transfer transactions. This Electronic Fund Transfer Act Disclosure is made to our members who have arranged or applied for one or more of the following services:

- (1) Point of Sale (POS)
- (2) Automated Teller Machine (ATM)
- (3) Direct Deposit
- (4) Preauthorized Payment
- (5) UltraBranch®
- (6) Electronic Check Transactions

All of the information contained in this agreement/disclosure may not pertain to you; however, please retain this agreement/disclosure for your records as it is important regarding your rights, remedies, and responsibilities concerning electronic fund transfer (EFT) transactions.

### DEFINITIONS

"You" and "your" mean the person for whom direct deposits are intended, the person who has arranged for electronic payments to a third party, each person who has signed a Cardholder Agreement or uses your debit card and/or Personal Identification Number with your consent, or each person who has signed an application for UltraBranch Account Access Service or uses UltraBranch with your Personal Access Code. "We," "us," and "our," mean Alaska USA Federal Credit Union, which receives direct deposits or disburses preauthorized payments on your behalf, or through whom you applied for your ATM and/or Visa® Check Card and Personal Identification Number and/or your UltraBranch Service and Personal Access Code. "Account" means each and all of your share or loan accounts with us. "PIN" means your Personal Identification Number. "ATM Card" means your debit card which, when used with your PIN, allows you to perform automated teller machine or point-of-sale transactions through the Alaska Option® and PLUS® networks. "Visa Check Card" means your debit card, which performs both as an ATM card and allows you to perform signature-based Visa POS or cash advance transactions without your PIN. "POS" means point of sale. "ATM" means Automated Teller Machine. "PAC" means Personal Access Code, which allows you to access your designated accounts through UltraBranch. "UltraBranch" means remote account access by Internet, self-service terminal, or touch-tone telephone. "Code" means PIN and/or PAC.

### CONSUMER LIABILITY

**In the Event of Loss or Theft of Your ATM Card, Visa Check Card, or Code:** Notify us immediately as described under *Contact In Event of Unauthorized Transfer*. If you believe your ATM Card or Code has been lost or stolen and you tell us within two business days after you learn of the loss or theft, you can lose no more than \$50 if someone used your ATM Card or Code without your permission.

**Liability for Unauthorized Use of Your ATM Card or Code:** If you do NOT tell us within two business days after you learn of the loss or theft of your ATM Card or Code, and we can prove we could have stopped someone from using your ATM Card or Code 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, 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.

**Liability for Unauthorized Use of Your Visa Check Card:** Under Visa's Zero Liability policy, you are not liable for fraudulent purchase transactions processed over the Visa network. ATM transactions, commercial card transactions, and non-branded Visa PIN transactions are not covered by the Zero Liability policy. You may be liable for up to \$50 if someone used your Visa Check Card to make an unauthorized withdrawal at an ATM. Also, 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 will extend the time periods.

**Note:** Visa Check Cards may not be used for any illegal transaction. Display of a Visa logo by an online merchant does not mean that transactions are lawful in all jurisdictions in which cardholders may be located.

**Safety:** You should exercise discretion in your use of ATMs, especially at night. You understand we do not guarantee your safety while using an ATM.

**Contact In Event of Unauthorized Transfer:** If you believe your ATM or Visa Check Card and/or Code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call the Member Service Center:

In Anchorage: 563-4567  
Outside Anchorage: (800) 525-9094

TTY/Hearing Impaired: (800) 742-7084  
After hours: (800) 991-4965  
6 a.m.-10 p.m. Alaska Time  
7 a.m.-11 p.m. Pacific Time  
7 days a week

or write:

Alaska USA Federal Credit Union  
P. O. Box 241529  
Anchorage, AK 99524-1529

**Business Days:** For purposes of these disclosures, our business days are Monday through Friday. Federal holidays are not included.

### DEBIT CARD SERVICES (POINT OF SALE AND AUTOMATED TELLER MACHINE)

The ATM or Visa Check Card must be signed immediately upon receipt. The ATM or Visa Check Card is the property of Alaska USA Federal Credit Union and must be returned upon request and may be revoked without notice or cause.

### Types of Available Transfers and Limitations:

**Account Access:** If you have established the respective types of accounts with us, you may use your ATM or Visa Check Card and PIN to:

- (1) withdraw available funds in cash from your savings, checking, or money market accounts.
- (2) obtain a cash advance from your established credit line loan to the extent of your available credit limit, subject to the terms and conditions of the credit line agreement.
- (3) make deposits to your savings, checking, or money market accounts.
- (4) make loan payments, either by enclosing a payment with your transaction or by deducting the payment from available funds in your savings, checking, or money market accounts.
- (5) transfer funds, to the extent these funds are available, from your savings, checking, or money market accounts or credit line loan to your savings, checking, or money market accounts. (When you use your ATM or Visa Check Card to access a credit line loan, you are obtaining credit under the loan terms previously disclosed.)
- (6) transfer funds, to the extent that funds are available, from your checking account to participating merchants that have agreed to accept your debit card and PIN for the purpose of purchasing goods and services. As may be allowed by the merchant, withdraw cash or receive cash back in addition to payment of the purchase price.
- (7) obtain the balance of your savings, checking, or money market accounts.

**Note:** All types of activities listed above may not be available at all terminals. Types of EFT services (e.g., signature-based Visa POS) may be changed or restricted without notice.

**Limitation on Frequency and Dollar Amounts of Transfers:** The limits on the amount of funds you may withdraw or transfer for goods and services purchased in any 24-hour period will be disclosed to you separately in a written statement that will accompany your ATM or Visa Check Card. That statement is an integral part of this disclosure statement and should be retained by you. The limits may be increased without notice but may not be decreased without appropriate notice. There is no limit on the number of permissible transactions.

**Foreign Transactions:** If you use your Visa Check Card for Purchases or Cash Advances in a currency other than U.S. dollars, the transaction amount will be converted to U.S. dollars by Visa International Inc. under their rules set forth from time to time. Currently, the rules specify that the currency conversion rate is 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 the government-mandated rate in effect for the applicable central processing date. If a credit is subsequently given for a transaction in a currency other than U.S. dollars and the credit has a different processing date, then the converted amount of the credit may be greater/less than the converted amount of the original transaction. The currency conversion rate on the day before the transaction processing date will be used and may differ from the rate in effect at the time of the original transaction. You agree to accept the converted amount in U.S. dollars. Visa also charges up to a 1% International Transaction Fee on all Card transactions made at a location outside of the United States. This fee is assessed by Visa on all international purchases, credit vouchers, and cash disbursements, whether or not a currency conversion is involved, and will appear on your statement as a separate transaction in U.S. dollars.

**Posting Your Transactions:** The time required to charge or credit your account after you use your ATM or Visa Check Card may depend upon the location of the ATM or POS terminal that you used and the type of transaction. However, Visa signature-based POS purchases and cash advance transactions may take one or more days to post to your account, whereas transactions requiring a PIN are generally posted to the account you designate on the day you use your ATM or Visa Check Card, assuming that deposited negotiable items are properly drawn and endorsed.

You may not place a stop payment order on ATM and POS transactions. All deposits are accepted subject to final collection. Certain deposits may be placed on hold based upon the amount deposited and the nature of the account relationship. If a hold is placed, we will inform you of the amount, reason, and length of time that the deposit will not be available for withdrawal.

**Note:** If you request us to close or terminate your account or card, you will remain liable for any EFT transactions you or an authorized user made but which have not yet been posted to your account, and for any subsequent EFT transactions performed by you or an authorized user.

## ULTRABRANCH SERVICE

### Types of Available Transactions and Transfers and Limitations:

**Account Access:** If you have subscribed to UltraBranch, you may use your Personal Access Code to:

- (1) withdraw available funds by credit union check or wire transfer from your savings, checking, or money market accounts.
- (2) make loan payments by deducting the payment from available funds in your savings, checking, or money market accounts.
- (3) transfer funds, to the extent these funds are available, from your savings, checking, or money market accounts or credit line loan to your savings, checking, or money market accounts or Individual Retirement Account (IRA). Credit line transfers are subject to the terms and conditions of the credit line agreement.
- (4) make informational inquiries and requests, and receive a printout or data transmission of your account history, as selected.
- (5) obtain balance of your savings, checking, or money market accounts.
- (6) determine the balance on any loan you have obtained from Alaska USA Federal Credit Union, with the exception of credit card accounts and some mortgage loans.
- (7) authorize a stop payment order or reorder printed checks on your checking account.

**Note:** Some of these services may not be available from all types of access devices or terminals.

**Limitation on Frequency and Dollar Amount of Transfers:** There are no limits to the frequency and number of transfers that you can make to or from a checking account. However, no more than six (6) preauthorized, automatic, or telephone transfers (which include transfers made via UltraBranch) may be made in a calendar month from a savings or money market account.

**Posting Your Transactions:** Your transactions will generally be posted on the same day that you transact them, providing that the funds are available in the designated account.

**Note:** If you request us to terminate UltraBranch service, you will remain liable for any EFT transactions you or an authorized user made but which have not yet been posted to your account, and for any subsequent EFT transactions performed by you or an authorized user.

## ELECTRONIC CHECK TRANSACTIONS

You may authorize a third party to complete an electronic checking account transaction against your checking account. This may occur by you providing a blank, partially completed, or fully completed check or by providing the necessary information (routing number, etc.) concerning your checking account, and may include computerized bill payment services unless the service or payment to a particular payee is expressly limited to payment by paper instrument. In an electronic checking account transaction the paper check will not be presented to us for payment and the instrument may be retained by you, by a merchant, or by another party.

## FEES

Alaska USA Federal Credit Union does not charge a fee for any electronic fund transfer you make using your ATM or Visa Check Card or UltraBranch. When you use an ATM not owned by Alaska USA Federal Credit Union, 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).

## CONFIDENTIALITY AND DISCLOSURE OF ACCOUNT INFORMATION TO THIRD PARTIES

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

- (1) where it is necessary for completing transfers; or
- (2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- (3) in order to comply with government agency or court orders; or
- (4) if you give us your written permission.

## DOCUMENTATION/CORRECTION OF TRANSFERS

**ATM or POS Terminal Transfers:** You can get a receipt at the time you perform a transaction or make any transfer to or from your account using an automated teller machine or point-of-sale terminal.

**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, you can access your account history through UltraBranch or call the Member Service Center to find out whether or not the deposit has been made:

In Anchorage: 563-4567  
Outside Anchorage: (800) 525-9094  
TTY/Hearing Impaired: (800) 742-7084  
6 a.m.-10 p.m. Alaska Time  
7 a.m.-11 p.m. Pacific Time  
7 days a week

**Periodic Statements:** You will receive a monthly account statement which will show all electronic transfers that occurred, including direct deposit, preauthorized payments, or UltraBranch transactions involving the use of your PAC and/or any transactions involving the use of your ATM or Visa Check Card and PIN.

**Preauthorized Payments:** Preauthorized payments will only be allowed from your checking account to the extent that funds are available. Your account will be overdrafted for any preauthorized payments which exceed funds available in your account.

**Notice of Varying Amounts:** If these payments will vary in amount, the party being paid will advise you at least 10 days prior to each transfer of the amount and date of the next payment. You may choose instead to receive 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.

**Your Right to Stop Payment and Procedure for Doing So:** If you have informed us in advance to make regular payments from your checking account (such as insurance payments), you can stop any of these payments. Stop payment orders for preauthorized transactions must be directed toward the third party from which you ordered the service or product. Call us at one of the telephone numbers provided in the *In Case of Errors or Questions About Your Electronic Transfers* section of this disclosure or write us at the address provided in that section in time for us to receive your stop payment order three business days or more before the payment is scheduled to be made. Alaska USA may require verification of revocation within 14 business days of the stop payment order. If you contact us by telephone, we will require you to forward a written order within 14 days after you call. We will charge our regular stop payment fee for each stop payment order.

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

## CREDIT UNION'S LIABILITY

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

- (1) if, through no fault of ours, you do not have enough money in your account to make the transfer or the transfer would exceed your available credit line.
- (2) if circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- (3) if the ATM where you are making the transfer did not have enough cash or if the ATM or POS terminal was not working properly and you knew about the breakdown when you started the transfer.
- (4) if the PC and/or modem you used to access your account(s) was not working properly.
- (5) if the Self-Service Terminal was not working properly and you knew about the breakdown when you started the transfer.
- (6) there may be other exceptions stated in our Agreement with you.

## IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Call the Member Service Center:

In Anchorage: 563-4567  
Outside Anchorage: (800) 525-9094  
TTY/Hearing Impaired: (800) 742-7084  
6 a.m.-10 p.m. Alaska Time  
7 a.m.-11 p.m. Pacific Time  
7 days a week

or write:

Alaska USA Federal Credit Union  
P. O. Box 241529  
Anchorage, AK 99524-1529

as soon as you can, if you think your statement or receipt is incorrect or if you need more information regarding a transfer listed on your statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared. When contacting us, please be prepared to:

- (1) provide us with your name and account number.
- (2) describe the error or transfer in question, and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) provide us with the dollar amount of the suspected error.

If you contact us in person or by telephone, we will require that you forward your complaint or question to us in writing within 10 business days. Please note that if we ask you to put your complaint or question in writing and we do not receive it within 10 business days of our request, we may not credit your account.

We will determine whether an error has occurred within 10 business days (five business days if Visa Check Card) 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 (five business days if Visa Check Card or 20 business days if your account has been open for 30 days or less) for the amount you think is in error. This provisional credit enables you to have the use of the money during the time it takes us to complete our investigation. If the error concerns an electronic fund transfer that is (1) a foreign-initiated transaction, (2) a point-of-sale debit card transaction, or (3) a transaction occurring within the first 30 days after deposit to a new account, a 90-day investigation period in place of 45 days will apply. Up to 120 business days may be needed if the transaction involved a signature-based Visa Check Card transaction, that is, a transaction that did not require the use of your Visa Check Card PIN.

If we determine that there was no error, we will send you a written explanation within three business days after we finish our investigation. You may request copies of the documents that we used in our investigation.

## NOTIFICATION OF UNAUTHORIZED OR ERRONEOUS TRANSACTIONS FOR BUSINESS ACCOUNTS.

The error resolution and liability provisions applicable to consumer accounts in this disclosure, on the back of the credit union's periodic statements or with any other documents the member may receive from the credit union, may not apply to non-consumer accounts ("Business Accounts"). Business Account owners must notify the credit union immediately if the member discovers any unauthorized ACH transaction or error. The credit union must receive notice of any unauthorized or erroneous ACH transaction within 24 hours from the effective date of the ACH transaction. Under National Automated Clearing House Association rules, if the member does not notify the credit union within this timeframe, the member will be deemed to have authorized the ACH transaction. The credit union may additionally require an affidavit regarding the problem in a form satisfactory to Alaska USA. Alaska USA will tell the member the results of the credit union's investigation of the member's claim, the basis for the credit union's decision, and will advise the member of the action, if any, the credit union will take.