

## Your Visa® 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.

**Global will never mail, call, or email you asking for your PIN or account information.**

**When you call Global, you will be asked questions to verify your identity, but you will never be asked for your PIN.**

## Online banking helps you keep track!

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

# Global Credit Union Electronic Fund Transfer Disclosure

This disclosure is provided in compliance with Regulation E, also known as the consumer Electronic Funds Transfer Act. Regulation E governs the laws applicable to Electronic Funds Transfers (EFTs) which include:

- (1) Point-of-sale (POS) transactions.
- (2) Automated Teller Machine (ATM) transactions.
- (3) Direct deposits.
- (4) Transfers initiated by telephone.
- (5) Preauthorized payments.
- (6) Electronic check transactions.
- (7) Any transactions conducted using online banking.

This disclosure also includes information regarding other relevant laws and rules, including but not limited to, Regulation D and the Visa® Zero Liability policy applicable to Visa-branded debit cards issued to consumers and business entities.

All of the information contained in this disclosure may not pertain to you; however, please retain this disclosure for your records as it is important regarding your rights, remedies, and responsibilities concerning 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 (PIN) with your consent, or each person who has signed an application for online banking service or uses online banking with your password.

"We," "us," and "our," mean Global 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 Debit Card and PIN, and/or your online banking service and password.

"Account" means each and all of your share or loan accounts with us.

"Agreement" means the terms and conditions of the Master Account Agreement between you and Global.

"ATM" means Automated Teller Machine.

"ATM Card" means your debit card which, when used with your PIN, allows you to perform ATM or POS transactions.

"Business Day" means Monday through Friday, not including Federal holidays.

"Card" means ATM Card and/or Visa Debit Card

"Code" means PIN and/or password.

"PIN" means your Personal Identification Number.

"POS" means point-of-sale.

"Online banking" means remote account access by Internet using any electronic device, self-service terminal, or touch-tone telephone.

"Visa Debit Card" means your debit card bearing the Visa logo, which performs both as an ATM card and allows you to perform signature-based Visa POS or cash advance transactions without your PIN.

## CONTACT INFORMATION

If you believe your Card and/or Code has been lost or stolen or if you have questions about an electronic transfer, call the Member Service Center:

800-525-9094 | 907-563-4567  
Available 24 hours a day, 7 days a week

or write:  
Global Federal Credit Union  
P.O. Box 196613  
Anchorage, AK 99519-6613

## CONSUMER LIABILITY

**In the Event of Loss, Theft, or Compromise of Your Card or Code:** Notify us immediately at one of the telephone numbers provided in the Contact Information section if you believe your Card or Code has been lost, stolen, or compromised, or if you believe that an electronic funds transfer has been made without your permission. You could lose all of the money in your account (plus your maximum overdraft line of credit). Telephoning us immediately is the best way to minimize

your losses. If you tell us within two business days after you learn of the loss, theft, or compromise, you can lose no more than \$50 if someone used your Card 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 or Code, and we can prove we could have stopped someone from using your 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 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 good reason, such as a long trip or a hospital stay, kept you from telling us, we will extend the time periods.

**Liability for Unauthorized Use of Your Visa Debit Card:** Telephone us immediately if you learn of the unauthorized use of your Visa Debit 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 \$500 if someone used your Visa Debit Card to make an unauthorized withdrawal at an ATM.

Visa-branded 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.

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

The ATM or Visa Debit Card must be signed immediately upon receipt. The ATM or Visa Debit Card is the property of Global 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 Debit 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 (including credit card and mortgage loan payments), either by enclosing a payment with your transaction or by transferring the payment from available funds in your savings, checking, or money market accounts.
- (5) Transfer available funds from your savings, checking, or money market accounts or credit line loan to your savings, checking, or money market accounts.
- (6) Transfer available funds 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.

**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 Debit 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.

**International Transactions:** If you use your Visa Debit 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. By using your Visa Debit Card, 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. International transactions include internet transactions initiated in the United States with a merchant who processes the transaction 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 Debit 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 Debit 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.

## ONLINE BANKING SERVICES

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

**Account Access:** If you have subscribed to online banking, you may use your password to:

- (1) Withdraw available funds by credit union check from your savings, checking, or money market accounts.
- (2) Make loan payments (including credit card and mortgage loan payments) by transferring the payment from available funds in your savings, checking, or money market accounts.
- (3) Make payments to third parties enrolling in and using Bill Pay service.
- (4) Transfer available funds 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.

## 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 online banking 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 check 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 (account number and 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 check 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

Global Federal Credit Union does not charge a fee for any EFT you make using your ATM or Visa Debit Card, or through online banking. When you use an ATM not owned by Global Federal Credit Union, you may be charged a fee by the ATM operator and/or network, and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer. Third party fees may apply to additional services you use through online banking, such as Bill Pay.

## 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 ATM or POS 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 online banking or call the Member Service Center to find out whether or not the deposit has been made:

800-525-9094 | 907-563-4567

Available 24 hours a day, 7 days a week

**Periodic Statements:** You will receive a monthly account statement (unless there are no transfers in a particular month. In any case, you will get the statement at least quarterly) which will show all electronic transfers that occurred, including direct deposit, preauthorized payments, or online banking transactions involving the use of your password and/or any transactions involving the use of your ATM or Visa Debit 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 whom you ordered the service or product. Call us at one of the telephone numbers provided in the Contact Information 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. Global 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 standard stop payment fee for each stop payment order.

## CREDIT UNION'S LIABILITY

**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.

**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, POS terminal, or Self-Service Terminal was not working properly and you knew about the breakdown when you started the transfer.
- (4) If the electronic device you used to access your account(s) was not working properly.
- (5) There may be other exceptions stated in our Agreement with you.

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

Notify us immediately at one of the telephone numbers provided in the Contact Information section 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 Debit 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 Debit 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 transaction initiated outside the US.; or
- (2) A POS 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 Debit Card transaction, that is, a transaction that did not require the use of your Visa Debit 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.