

ELECTRONIC FUND TRANSFER AGREEMENT AND DISCLOSURE

For purposes of this disclosure and agreement the terms "we", "us" and "our" refer to COPOCO Community Credit Union. The terms "you" and "your" refer to the recipient of this disclosure and agreement.

The Electronic Fund Transfer Act and Regulation E require institutions to provide certain information to members regarding electronic fund transfers (EFTs). This disclosure applies to any EFT service you receive from us related to an account established primarily for personal, family or household purposes. Examples of EFT services include direct deposits to your account, automatic regular payments made from your account to a third party and one-time electronic payments from your account using information from your check to pay for purchases or to pay bills. This disclosure also applies to the use of your ATM or Master Money Debit Card at automated teller machines (ATMs) and any networks described below.

TERMS AND CONDITIONS. The following provisions govern the use of electronic fund transfer (EFT) services through accounts held by COPOCO Community Credit Union which are established primarily for personal, family or household purposes. If you use any EFT services provided, you agree to be bound by the applicable terms and conditions listed below. Please read this document carefully and retain it for future reference.

ELECTRONIC FUND TRANSFER SERVICES PROVIDED

SERVICES PROVIDED THROUGH USE OF ATM OR MASTERCARD DEBIT CARD

If you have received an electronic fund transfer card ("ATM" or "Mastercard Debit Card") from us you may use it for the type(s) of services noted below, and the following provisions are applicable:

USING YOUR CARD AND PERSONAL IDENTIFICATION NUMBER ("PIN"). In order to assist us in maintaining the security of your account and the terminals, the ATM or Mastercard Debit Card remains our property and may be revoked or canceled at any time without giving you prior notice. You agree not to use your ATM or Mastercard Debit Card for a transaction that would cause your account balance to go below zero, or to access an account that is no longer available or lacks sufficient funds to complete the transaction, including any available line of credit. We will not be required to complete any such transaction, but if we do, we may, at our sole discretion, charge or credit the transaction to another account; you agree to pay us the amount of the improper withdrawal or transfer upon request.

Your ATM may only be used with your PIN. Certain transactions involving your Mastercard Debit Card require use of your PIN. Your PIN is used to identify you as an authorized user. Because the PIN is used for identification purposes, you agree to notify COPOCO Community Credit Union immediately if your ATM or Mastercard Debit Card is lost or if the secrecy of your PIN is compromised. You also agree not to reveal your PIN to any person not authorized by you to use your ATM or Mastercard Debit Card or to write your PIN on your ATM or Mastercard Debit Card or on any other item kept with your ATM or Mastercard Debit Card. We have the right to refuse a transaction on your account when your ATM or Mastercard Debit Card or PIN has been reported lost or stolen or when we reasonably believe there is unusual activity on your account.

The security of your account depends upon your maintaining possession of your ATM or Mastercard Debit Card and the secrecy of your PIN. You may change your PIN if you feel that the secrecy of your PIN has been compromised. You may change your PIN by either coming into the credit union and entering your pin number or by requesting a new pin number to be mailed to you.

ATM SERVICES

The following services are available through use of your ATM and Mastercard Debit Card: You may withdraw cash

from your share draft account(s), and share account(s).

You may make deposits into your share draft account(s), and share account(s). You may transfer

funds between your share draft and share accounts.

You may make balance inquiries on your share draft account(s), and share account(s).

NETWORK. Your ability to perform the transactions or access the accounts set forth above depends on the location and type of ATM you are using and the network through which the transaction is being performed. A specific ATM or network may not perform or permit all of the above transactions.

Besides being able to use your ATM or Mastercard Debit Card at our ATM terminals, you may access your accounts through the following network(s):

CIRRUS NETWORK
NYCE NETWORK
MASTERCARD
CO-OP NETWORK
AND ALLIANCE ONE NETWORK

ATM 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.

POINT OF SALE TRANSACTIONS

You may use your ATM or Mastercard Debit Card to purchase goods and services from merchants that have arranged to accept your ATM or Mastercard Debit Card as a means of payment (these merchants are referred to as "Participating Merchants"). Some Participating Merchants may permit you to receive cash back as part of your purchase. Purchases made with your ATM or Mastercard Debit Card, including any purchase where you receive cash, are referred to as "Point of Sale" transactions and will cause your "designated account" to be debited for the amount of the purchase. The designated account for ATM transactions is your share draft account. The designated account for Mastercard Debit Card transactions is your share draft account.

In addition, your Mastercard Debit Card may be used at any merchant that accepts Mastercard Debit Cards for the purchase of goods and services. Your card may also be used to obtain cash from your designated account at participating financial institutions.

Each time you use your ATM or Mastercard Debit Card, the amount of the transaction will be debited from your designated account. We have the right to return any check or other item drawn against your account to ensure there are funds available to pay for the ATM or Mastercard Debit Card transactions. We may, but do not have to, allow transactions which exceed your available account balance or, if applicable, your available overdraft protection. If we do, you agree to pay the overdraft.

CURRENCY CONVERSION - Mastercard. If you perform transactions with your card with the Mastercard® logo in a currency other than US dollars, Mastercard International Inc., will convert the charge into a US dollar amount. At Mastercard International they use a currency conversion procedure, which is disclosed to institutions that issue Mastercard®. Currently the currency conversion rate used by MasterCard® International to determine the transaction amount in US dollars for such transactions is generally either a government mandated rate or wholesale rate, determined by MasterCard International for the processing cycle in which the transaction is processed, increased by an adjustment factor established from time to time by Mastercard International. The currency conversion rate used by Mastercard International on the processing date may differ from the rate that would have been used on the purchase date or the cardholder statement posting date.

SERVICES PROVIDED THROUGH USE OF POWERLINE

You may perform the following functions through use of POWERLINE.

You may initiate transfers of funds between your share draft and share accounts, Share Draft to a Loan Account, Share Account to a Loan Account, and Share Accounts.

You may make balance inquiries on your share draft account(s), share account(s), and Loan (s).

You may make payments on consumer loans, home mortgage loans, and home equity loans that you have with us. You may change your PIN via the telephone.

PREAUTHORIZED TRANSFER SERVICES

You may arrange for the preauthorized automatic deposit of funds to your share draft account(s), share account(s), and Loan Account(s).

You may arrange for the preauthorized automatic payment of bills from your share draft account(s), and share account(s).

SERVICES PROVIDED THROUGH USE OF COPOCO@HOME

COPOCO Community Credit Union offers its members use of online banking service.

You can schedule transfers (one-time or on-going), make balance inquiries, receive e-statements, make a COPOCO Visa payment, order share draft/check copies, review account histories, make stop payments on share draft/checks, re-order share drafts/checks with Harland, open a new account, complete a loan application, make a loan payment, bill pay, search for a future loan payoff, and look up year to date & last year dividends.

ELECTRONIC CHECK CONVERSION

You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or to pay bills.

LIMITATIONS ON TRANSACTIONS

OTHER LIMITATIONS

You must maintain a \$5.00 balance in your share account in order to have access to that account via your ATM Card or Debit Card.

The number and dollar amount limit of Point of Sale transactions will be provided to you when you receive your ATM or Mastercard Debit Card.

We reserve the right to impose limitations for security purposes at any time. Withdrawals may be made in increments of \$10.00.

Mastercard Debit Card is limited to your available account balance. The off line limit is \$1,000.00 for Debit Cards.

ATM transactions are limited to your available account balance. The off line limit is \$380.00 for ATM transactions in a 24-hour period of time.

We have a 24 to 48 hour hold on all deposited items in the ATM. The first \$200.00 is available on the next business day after the day of your deposit.

LIMITS ON TRANSFERS FROM CERTAIN ACCOUNTS. Federal regulation limits the number of checks, telephone transfers, online transfers and preauthorized electronic transfers to third parties (including Point of Sale transactions) from money market and savings type accounts. You are limited to six such transactions from each money market and/or savings type account(s) you have each statement period for purposes of making a payment to a third party or by use of a telephone or computer.

NOTICE OF RIGHTS AND RESPONSIBILITIES

The use of any electronic fund transfer services described in this document creates certain rights and responsibilities regarding these services as described below.

RIGHT TO RECEIVE DOCUMENTATION OF YOUR TRANSFERS

TRANSACTION RECEIPTS. Depending on the location of an ATM, you may not be given the option to receive a receipt if your transaction is \$15.00 or less. Upon completing a transaction of more than \$15.00, you will receive a printed receipt documenting the transaction (unless you choose not to get a paper receipt). These receipts (or the transaction number given in place of the paper receipt) should be retained to verify that a transaction was performed. A receipt will be provided for any transaction of more than \$15.00 made with your ATM or Mastercard Debit Card at a Participating Merchant. If the transaction is \$15.00 or less, the Participating Merchant is not required to provide a receipt.

PERIODIC STATEMENTS. If your account is subject to receiving a monthly statement, all EFT transactions will be reported on it. If your account is subject to receiving a statement less frequently than monthly, then you will continue to receive your statement on that cycle, unless there are EFT transactions, in which case you will receive a monthly statement. In any case you will receive your statement at least quarterly.

PREAUTHORIZED DEPOSITS. 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 call us at (989) 684-1873 or 1-800-292-2897 to find out whether or not the deposit has been made.

RIGHTS REGARDING PREAUTHORIZED TRANSFERS

RIGHTS AND PROCEDURES TO STOP PAYMENTS. If you have instructed us to make regular preauthorized transfers out of your account, you may stop any of the payments. To stop a payment,

call us at: 989 684-1873 or 800-292-2897

or write to:

COPOCO Community Credit Union 4265 Wilder Rd

PO Box 1520

Bay City MI 48706-0520

or send email to: accounting@copoco.org

We must receive your call or written request at least three (3) business days prior to the scheduled payment. If you call, please have the following information ready: your account number, the date the transfer is to take place, to whom the transfer is being made and the amount of the scheduled transfer. If you call, we will require you to put your request in writing and deliver it to us within fourteen (14) days after you call.

OUR LIABILITY FOR FAILURE TO STOP PREAUTHORIZED TRANSFER PAYMENTS. If you order us to stop one of the payments and have provided us with the information we need at least three (3) business days prior to the scheduled transfer, and we do not stop the transfer, we will be liable for your losses or damages.

YOUR RESPONSIBILITY TO NOTIFY US OF LOSS OR THEFT

If you believe your ATM or Mastercard Debit Card or PIN or internet banking access code has been lost or stolen, call us at: 989 684-1873 or 800-292-2897 (Monday-Friday 8:30am-5:30pm)

or write to:

COPOCO Community Credit Union

ATTN: Accounting Department

PO Box 1520

Bay City MI 48706-0520

or email us: Login to your COPOCO@Home online account access to send a secure email message

Report lost & stolen Debit/ATM Cards at 1-800-472-3272 after COPOCO business hours.

CONSUMER LIABILITY

Tell us at once if you believe your ATM or Mastercard Debit Card or PIN or internet banking access code has been lost or stolen or if you believe that an electronic fund transfer has been made without your permission using information from your check.

Telephoning is the best way of keeping your possible losses down. If you tell us within two (2) business days after you learn of the loss or theft of your ATM or Mastercard Debit Card or PIN, you can lose no more than fifty dollars (\$50) if someone used your ATM or Mastercard Debit Card or PIN without your permission. If you do not tell us within two (2) business days after you learn of the loss or theft of your ATM or Mastercard Debit Card or PIN and we can prove we could have stopped someone from using your ATM or Mastercard Debit Card or PIN without your permission if you had given us notice, you can lose as much as five hundred dollars (\$500).

Also, if your statement shows transfers you did not make, including those made by card, code, or other means, tell us at once. If you do not tell us within sixty (60) days after the statement was transmitted to you, you may not receive back any money you lost after the sixty (60) days, and therefore, you could lose all the money in your account (plus your maximum overdraft line of credit, if applicable), if we can prove that we could have stopped someone from taking the money had you given us notice in time. If a good reason (such as a long trip or hospital stay) keeps you from giving the notice, we will extend the time periods.

CONSUMER LIABILITY FOR UNAUTHORIZED TRANSACTIONS INVOLVING MASTERCARD DEBIT CARD

The limitations on your liability for unauthorized transactions described above generally apply to all electronic fund transfers. However, different limitations apply to certain transactions involving your card with the MasterCard® logo. These limits apply to unauthorized transactions processed on the MasterCard® Network.

If you promptly notify us about an unauthorized transaction involving your card and the unauthorized transaction took place on your Mastercard® branded card, including any PIN-based ATM or POS transactions, zero liability will be imposed on you for the unauthorized transaction. In order to qualify for the zero liability protection, you must have exercised reasonable care in safeguarding your card from the risk of loss or theft and, upon becoming aware of such loss or theft, promptly reported the loss or theft to us. For commercial accounts, zero liability protection will only apply to transactions conducted with a card issued for a commercial purpose under a "small business" program as described on www.mastercardbusiness.com (information found under "Small Business", then select the "Products" tab).

ILLEGAL USE OF MASTERCARD DEBIT CARD. You agree not to use your Mastercard Debit Card for any illegal transactions, including internet gambling and similar activities.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR TRANSACTIONS

In case of errors or questions about your electronic fund transfers, call us at:

989-684-1873 or 1-800-292-2897

or write to:

COPOCO Community Credit Union ATTN:

Accounting Department

PO Box 1520

Bay City MI 48706-0520

Notification should be made as soon as possible if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt. You must contact COPOCO Community Credit Union no later than 60 days after it sent you the first statement on which the problem or error appears. You must be prepared to provide the following information:

- Your name and account number.
- A description of the error or transaction you are unsure about along with an explanation as to why you believe it is an error or why you need more information.
- The dollar amount of the suspected error.

If you provide oral notice, you will be required to send in your complaint or question in writing within ten (10) business days.

We will determine whether an error occurred within ten (10) business days (twenty (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 forty-five (45) days (ninety (90) days for new accounts and foreign initiated or Point of Sale transfers) to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days (twenty (20) business days for new accounts) for the amount which you think is in error, so that you will have the use of the money during the time it takes to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account. The extended time periods for new accounts apply to all electronic fund transfers that occur within the first thirty (30) days after the first deposit to the account is made, including those for foreign initiated or Point of Sale transactions.

We will tell you the results within three (3) 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.

DISPUTES REGARDING POINT OF SALE TRANSACTIONS

REVERSAL OF TRANSACTION. COPOCO Community Credit Union will reverse an EFT resulting from a Point of Sale transaction at a Participating Merchant and re-credit your account for the full amount of the transfer if all of the following occur:

1. You provide us notice of having made a good faith attempt to seek redress and make an assurance to us of the return to the Participating Merchant of related goods in dispute, where returnable goods are involved.
2. The amount of the transaction is \$50.00 or more.
3. Within four (4) calendar days following the transaction, we receive from you during our normal business hours a written or oral request for the reversal. You must verify any oral reversal order, notice and assurance in writing within fourteen (14) calendar days following the oral notification, on a form to be provided by us for that purpose. If written verification is not furnished, we will reinstate the original debits and credits involved in the transaction.

LIABILITY FOR FAILURE TO COMPLETE TRANSACTION

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 your losses or damages as provided by law. However, there are some exceptions. We will NOT be liable, for instance:

- If through no fault of ours, you do not have enough money in your account to make the transfer.
- If the transfer would result in your exceeding the credit limit on your line of credit, if you have one.
- If the electronic terminal was not working properly and you knew about the breakdown before you started the transfer.
- If circumstances beyond our control (such as fire or flood, computer or machine breakdown, or failure or interruption of

communications facilities) prevent the transfer, despite reasonable precautions we have taken.

- If we have terminated our Agreement with you.

- When your ATM or Mastercard Debit Card has been reported lost or stolen or we have reason to believe that something is wrong with a transaction.

- If we receive inaccurate or incomplete information needed to complete a transaction.

- In the case of preauthorized transfers, we will not be liable where there is a breakdown of the system which would normally handle the transfer.

- If the funds in the account are subject to legal action preventing a transfer to or from your account.

- If the electronic terminal does not have enough cash to complete the transaction.

There may be other exceptions provided by applicable law.

CHARGES FOR TRANSFERS OR THE RIGHT TO MAKE TRANSFERS

The following fees and charges may be imposed on your Share or Share Draft Account.

If you use your Mastercard Debit/ATM Card at any other institution other than this Credit Union, you will be charged for each transaction.
You may also be subject to a surcharge fee by the financial institution who owns or operates the ATM. \$1.00

There is a service charge for overdrawn Debit/ATM Accounts. \$35.00

A force transfer (a link to your share account) transfers available funds in a share account to cover insufficient draft funds to cover a transaction before an NSF or an ODP is activated. \$5.00

When using ATM'S outside of the US you may be assessed an additional fee for currency conversion.

DISCLOSURE OF ACCOUNT INFORMATION

You agree that merchant authorization messages transmitted in connection with Point of Sale transactions are permissible disclosures of account information, and you further agree to release COPOCO Community Credit Union and hold it harmless from any liability arising out of the transmission of these messages.

We will disclose information to third parties about your account or electronic fund transfers made to your account:

1. Where necessary to complete a transfer or to investigate and resolve errors involving the transfer(s); 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. With your consent.

DEFINITION OF BUSINESS DAY

Business days are Monday through Friday excluding holidays.

AMENDING OR TERMINATING THE AGREEMENT

COPOCO Community Credit Union may change or amend the terms of this agreement at any time. You will be given at least 21 days in advance notice of any such changes affecting your account.

NOTICE OF ATM SAFETY PRECAUTIONS

SAFETY PRECAUTIONS FOR ATM TERMINAL USAGE. Please keep in mind the following basic safety tips whenever you use an ATM:

- Have your ATM or Master Moneycard Card ready to use when you reach the ATM. Have all of your forms ready before you get to the machine. Keep some extra forms (envelopes) at home for this purpose.
- If you are new to ATM usage, use machines close to or inside a financial institution until you become comfortable and can conduct your usage quickly.
- If using an ATM in an isolated area, take someone else with you if possible. Have them watch from the car as you conduct your transaction.
- Do not use ATMs at night unless the area and machine are well-lighted. If the lights are out, go to a different location.
- If someone else is using the machine you want to use, stand back or stay in your car until the machine is free. Watch out for suspicious people lurking around ATMs, especially during the times that few people are around.
- When using the machine, stand so you block anyone else's view from behind.
- If anything suspicious occurs when you are using a machine, cancel what you are doing and leave immediately. If going to your car, lock your doors.
- Do not stand at the ATM counting cash. Check that you received the right amount later in a secure place, and reconcile it to your receipt then.
- Keep your receipts and verify transactions on your account statement. Report errors immediately. Do not leave receipts at an ATM location.

NOTIFICATION OF REGULATORS

Your rights in connection with electronic fund transactions and this agreement are governed by Michigan and federal law. You may contact the following agency if you believe a violation of the law has occurred:

FEDERAL AGENCY:
National Credit Union Administration Office of Public and
Congressional Affairs 1775 Duke St.
Alexandria, VA 22314

ADDITIONAL PROVISIONS

Your account is also governed by the terms and conditions of other applicable agreements between you and COPOCO Community Credit Union.