

# Greater Kinston Credit Union

## Account Rules and Regulations

### Agreement and Disclosure of Share and Deposit Account Rules

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### **Understanding Your GKCU Share and Deposit Accounts**

Greater Kinston Credit Union (GKCU) offers a wide variety of account services. This Account Rules and Regulations document (this agreement) is the account agreement between you and GKCU governing all of the following accounts at GKCU: share accounts (including \*FAT CAT® share accounts, Zard® share accounts and Non-Profit share accounts), Holiday Cash Club accounts, Individual Retirement Accounts (IRAs), Simplified Employee Pension IRAs (SEP IRAs), dividend checking accounts (including Zard checking accounts and Non-Profit checking accounts, which are no longer offered as new accounts), CashPoints® Global accounts (CPGs), money market share accounts (including Non-Profit money market share accounts) and share term certificates (STCs) (including Non-Profit share term certificates).

This agreement is incorporated into the account signature form associated with each of your accounts. The account signature form, along with this incorporated agreement, and any changes we may later make to either of them, serves as our contract with you governing your deposit and share accounts. Read and keep this agreement so you can refer to it when you have questions about your accounts. When you open, change or access your accounts with GKCU, you consent to the terms of this agreement. Please visit [www.greaterkcu.org](http://www.greaterkcu.org) for the most up-to-date version of this agreement. You can also contact our branch or call us at 1-252-527-4002 to request a copy. If you have any questions regarding this agreement, please let us know.

### **Greater Kinston Credit Union Member Identification Notice**

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT – To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

We may also ask to see your identifying documents if you change your name or complete a transaction, such as a withdrawal.

*\*FAT CAT®, Zard® and CashPoints® are registered trademarks of State Employees' Credit Union and used under license.*

## General Provisions

### Use of Certain Terms in This Agreement:

- “You” or “your” refers to each person signing an account signature agreement, anyone who owns an account or anyone who has access to or control over an account (including your agents, such as attorneys-in-fact and personal agents).
- “We,” “our,” and “us” each refers to GKCU.
- “Item” includes all orders and instructions for the payment, transfer, or withdrawal of funds from your account; for example, a check, draft, image, substitute check, everyday non-recurring debit card transaction, recurring debit card transaction, ACH transaction, ATM transaction, preauthorized payment, automatic transfer, telephone-initiated transfer, online transfer including a BillPay transaction, withdrawal slip, and an in-person payment, transfer and withdrawal instruction. A previously presented debit or withdrawal is considered a new item if presented for payment again and therefore may be subject to additional fees as a new item.
- “Includes,” “including,” “include” or “for example” are used to introduce a list of some, but not all, situations or items that are covered by a particular provision.
- When we refer in this Agreement to “sufficient available funds,” “available funds,” “funds being available,” or similar phrases, we mean the Available Balance plus any funds available to the account through your participation in our Overdraft Transfer Service.
- “Business days” are Mondays through Fridays except GKCU holidays.
- All references to time are in Eastern Standard Time unless otherwise noted.

Headings: The agreement uses section and paragraph headings to help you find certain subjects. This is done for convenience only. The headings do not limit the sections and paragraphs.

Governing Law: This agreement shall be governed by and construed in accordance with the laws of the State of North Carolina.

Effect of State and Federal Laws and Regulations: Our account relationship with you is governed primarily by this agreement; but it is also governed by the laws and regulations of the State of North Carolina and the United States of America. If any terms of this agreement come into conflict with applicable law, those terms will be nullified to the extent they are inconsistent with the law, and the law will govern. If any provision of this agreement is declared to be invalid or unenforceable, that part will not affect the validity of the other provisions.

Amending This Agreement: We reserve the right to amend the terms of this agreement at any time. If we amend the agreement, we will notify you as required by law. When we amend the agreement, the amended version supersedes all previous versions and governs your account. If you do not agree with an amendment, you may close your account. Your continued use of the account after the effective date of any amendment will constitute your acceptance of the amendment. Any attempt to amend this agreement by striking through, adding language, or making any other written changes is void.

Communications Are Provided in English: “Communications” refers to any written or verbal agreements, disclosures, messages, statements, applications, documents, policies, forms, notices, records, instructions, or other information that we provide you or that you sign, complete, agree to or submit to us at our request. We provide official versions of our Communications in English; however, as a service to our members and where possible, we may attempt to assist members who have limited English proficiency, including by making available Communications translated into another language. If there are any discrepancies between the official English version and a version translated into another language, the English version will prevail. Therefore, if you are not fluent in English, you should consider obtaining the services of an interpreter or taking other steps to ensure you understand any Communications, including this Agreement, provided to you in English.

Changes to Your Account: If you ask us to make a change to your account, and we agree, the change will not be effective until we receive a properly completed request and process it.

GKCU Waiver: We reserve the right to waive the enforcement of any of the terms of this agreement with respect to any transaction or series of transactions with you. However, any such waiver will not affect our ability to enforce any of our rights with respect to other members, or to enforce any of our rights with respect to later transactions with you and is not sufficient to modify the terms and conditions of this agreement.

Your Waiver: You agree to waive any notice of non-payment, dishonor or protest regarding any items credited to or charged against your account. For example, if a check you deposited or we cashed for you is dishonored and returned to us, we are not required to notify you of the dishonor.

Calls and Messages to Your Telephone or Mobile Device: You agree that we may monitor and/or record calls with you for any reason. You also agree that we do not need to remind you of this before any phone conversation. When you give us your phone number (including cell phone number), or place a call to us, you authorize us to place telephone calls or send text messages to you at that number, including through the use of automatic dialers and artificial, prerecorded and text messages, in order to service your accounts or collect amounts you owe. When you give us your phone number or call us, you agree and expressly consent in advance to these terms and conditions.

Effect of Internal Guidelines: Our internal policies and procedures are only for our own purposes and do not impose a higher standard of care than otherwise would apply by the law that governs your accounts.

### **Truth-In-Savings Disclosure**

The following information is required by the Truth-in-Savings Act and provides specific terms and features of your accounts, including dividend and interest rates, fees, account limitations and other account terms.

#### **Rate Information**

Current dividend and interest rates along with corresponding annual percentage yields (APYs) for all share and deposit accounts are disclosed in the "GKCU Share and Deposit Account Rate Summary," which may be obtained at our branch office. In addition, you may verify current rates and APYs on our website, [www.greaterkcu.org](http://www.greaterkcu.org), or via ASK GKCU, our voice response phone system available 24 hours a day. ASK GKCU can be reached by dialing 1-800-373-9567.

Interest rates for new STCs and dividend rates for other accounts are set by our Board of Directors at its discretion and are subject to change daily without advance notice.

Dividend Rates: Dividends are paid from current income and available earnings, after required transfers to reserves, at the end of a dividend period. Dividends are paid on share accounts (including FAT CAT share accounts, Zard share accounts and Non-Profit share accounts), Holiday Cash Club accounts, IRAs, SEP IRAs, dividend checking accounts (including Zard checking accounts and Non-Profit checking accounts), and money market share accounts (including Non-Profit money market share accounts). These accounts are variable rate accounts, which means the dividend rate and APY may change.

Interest Rates: Interest is paid on STCs (including Non-Profit STCs). These accounts are fixed rate accounts, which means the rate will not change during the term of an STC. If an STC is automatically renewed, the interest rate will be based on the rate for that term on the date of renewal. Rates for new STCs are subject to change daily at the discretion of the Board of Directors.

Neither dividends nor interest are earned on CPG accounts.

#### **Compounding, Crediting and Accrual of Dividends or Interest**

Dividends or interest, as applicable, begin to accrue on the business day you deposit cash or non-cash items to your account, regardless of whether a temporary hold is placed on the deposited funds.

Dividends: Dividends for share accounts (including FAT CAT share accounts, Zard share accounts and Non-Profit Share accounts), Holiday Cash Club Accounts, IRAs, SEP IRAs, dividend checking accounts (including Zard checking accounts and Non-Profit checking accounts) and money market share accounts (including Non-Profit money market share accounts) are compounded daily and credited monthly on the same day the monthly statement is generated (the statement date).

**Interest:** Interest is not compounded on STCs (including Non-Profit STCs); it accrues as simple daily interest. Interest is paid monthly by automatic transfer from the STC into an account of your choice at GKCU; however, if the term is six or 12 months, you may request instead that interest be paid when the STC matures. Interest that is transferred to another account will earn dividends at the current rate being paid for that type of account. Interest begins to accrue on the business day you deposit cash or non-cash items to your account, when opening the account or during the grace period. See the Share Term Certificate section.

### **Balance Information**

**Share Account Requirement and Minimum Balance:** The par value of each share is \$5. A balance of at least five dollars (\$5) in at least one share account is required to establish and maintain membership. The balance in each of your share accounts must not be reduced below the value of one share (\$5) at any given time. We may limit access to your initial one share (\$5) in each of your share accounts including IRA and SEP IRA accounts.

**Minimum Balance to Open an Account:** The minimum balance to open a share account, FAT CAT share account and a Zard share account is one share (\$5). The minimum balance to open a Non-Profit share account is 2 shares (\$10). The minimum balance to open an IRA or SEP IRA is 5 shares (\$25). The minimum balance to open a money market share account is \$250. The minimum balance to open a Non-Profit money market share account is \$1,000. The minimum balance to open a share term certificate (including a Non-Profit share term certificate) is \$250.

**Minimum Balance to Avoid a Fee:** For share accounts and Zard share accounts you must maintain \$5 in your account to avoid a service fee. Certain transactions and fees may reduce the balance of these accounts below \$5. If your account balance is below \$5 on the statement date, your account will be subject to a service fee for the statement period. For IRAs and SEP IRAs, you must maintain \$25 in your account to avoid a service fee. Certain transactions and fees may reduce the balance of these accounts below \$25. If your account balance is below \$25 on the statement date, your account will be subject to a service fee for the statement period. For money market share accounts, you must maintain \$250 in your account to avoid a fee. If your account balance falls below \$250 any time during statement period, your account will be subject to a service fee for that statement period. For Non-Profit money market share accounts, you must maintain \$1,000 in your account to avoid a fee. If your account balance falls below \$1,000 during any statement period, your account will be subject to a service fee for the statement period. A minimum balance is not required to avoid a fee on FAT CAT share accounts or Holiday Cash Club accounts. A minimum balance is not required to avoid a fee on dividend, Non-Profit or Zard checking accounts; however, these accounts are charged a monthly maintenance fee regardless of the balance. There is no minimum balance required to avoid a fee on a CPG account; however, CPG accounts are charged a monthly maintenance fee if there is a balance in the account on the statement date.

**Minimum Balance to Earn Dividends:** You must maintain a minimum daily balance of \$250 in your money market share account to obtain the disclosed APY. You must maintain a minimum daily balance of \$1,000 in your Non-Profit money market share account to obtain the disclosed APY. Dividends accrue every day the balance remains at or above \$250 for your money market share account and at or above \$1,000 for Non-Profit money market share accounts. There is no minimum balance requirement to earn dividends on share accounts, Non-Profit share accounts, FAT CAT share accounts, Zard share accounts, Holiday Cash Club accounts, IRAs, SEP IRAs, dividend checking accounts, Zard checking accounts or Non-Profit checking accounts.

**Balance Computation Method:** Dividends and interest are calculated using the daily balance method which applies a daily periodic rate to the balance in the account each day.

For more information regarding minimum balance requirements and fees, see the included Service Fees and Terms chart.

### **Fees**

You are responsible for paying any fees and charges associated with your account. These fees may be deducted from your account and can cause the account to have insufficient funds to pay other items. Fees are subject to change at our discretion and in accordance with law. For a full list of fees and charges that may affect your account, see the included Service Fees and Terms chart.

Dividend checking, Non-Profit checking, Zard checking and CPG accounts are charged a monthly maintenance fee. If there are insufficient funds available in your dividend checking, Non-Profit checking or Zard checking to cover the monthly maintenance fee, the unpaid fee will generally accrue and be debited from your account when sufficient funds become available. Maintenance fees will not accrue for CPG accounts with a zero balance on the statement date.

Zard checking accounts automatically convert to dividend checking accounts when the owner turns 20 years old. Upon conversion to dividend checking, a monthly maintenance fee will be charged.

Checking accounts held in the name of an estate are also charged a monthly maintenance fee.

### **Transaction Limitations**

GKCU reserves the right to require a member intending to make a withdrawal from any account (except dividend checking, Non-Profit checking or CPG accounts) to give written notice of such intent not less than seven days and up to 60 days before such withdrawal.

No checks can be written and no Automated Clearing House (ACH) debits are allowed on share accounts (including FAT CAT share accounts, Non-Profit share and Zard share accounts), CPG accounts, IRAs, money market share accounts, Non-Profit money market share accounts or STCs (including Non-Profit STCs). Payments can be made from CPG accounts online, however, through BillPay.

No debits are allowed on Holiday Cash Club accounts, except for the automatic debits agreed to in writing during account opening and debits made to close the account.

Transfers and withdrawals from IRAs and SEP IRAs may be subject to limitations imposed by the Internal Revenue Service.

### **Share Term Certificates (STCs)**

STC Terms: An STC is a fixed rate account, which means the rate will not change during the term of the STC. You select the amount and term of the STC at the time the account is opened. Available terms are 6, 12, 18, 24, 30, 36, 48 and 60 months. Non-Profit STCs are limited to terms of 6, 12 and 24 months. Subsequent deposits or partial withdrawals are not allowed during the term of the STC.

Laddered STCs: Laddered STCs are five certificates opened with graduated maturity dates over five years, allowing you to access an STC once per year (as each STC renews) without penalty. Laddered STCs have terms that initially range from 12 months to 60 months, in 12-month increments. When a 12-month Laddered STC matures, it automatically renews into a new 60-month STC. Similarly, each of the other four STCs automatically renews into a 60-month STC at maturity. If you do not withdraw the funds early, after five years you will have five 60-month STCs, one of which matures each year.

Interest Payments: For 6- and 12-month STCs, you may choose to have the interest earned paid to the STC or to another account at GKCU. Interest earned for all other STCs must be paid to another account at GKCU.

Minimum Balance: STCs must maintain a minimum balance of \$250 at all times.

Early Withdrawal Penalties: If funds are withdrawn from your STC before the maturity date, an early withdrawal penalty may be charged. The penalty equals 90 days' interest on the principal amount, or the actual interest earned, whichever is less.

Renewal/Maturity: You may choose whether you would like your STC to renew or transfer to another account at maturity. If you choose renewal, the STC will automatically renew into a new STC for the same term (except for Laddered STCs) at the then-offered interest rate for that term unless you specifically request in writing that the balance be transferred into another GKCU account at maturity. This request must be made prior to maturity. Approximately 14 days prior to maturity or renewal, GKCU will send you a notice indicating whether the STC will mature or automatically renew. If the STC matures, the STC funds will be paid into the account at GKCU you selected.

Grace Period: An STC may be cancelled without penalty during the grace period, which is the seven calendar days following an automatic renewal. If you choose to cancel the STC during the grace period, the STC will earn interest for the days from the renewal until the cancellation at the share account rate. You can make one partial deposit to or withdrawal from an STC during the seven-day grace period without penalty.



## Rules for Specific Account Ownerships, Beneficiaries and Designees

### Account Ownership

**You select the account ownership type of your account. The type of account ownership is designated on the account signature form associated with your account. GKCU is not responsible for informing you how the different account ownership types may affect your legal interests.**

### Joint Accounts

All joint accounts are governed by North Carolina General Statutes § 54-109.58. All joint accounts shall be held by the owners as co-owners with the right of survivorship, regardless of which owner deposited the funds or whose money was deposited. Each joint owner has the right to withdraw any or all of the funds in the account and/or close the account without the knowledge, consent or joinder of any other joint owner. We may pay the funds in the account to, or on the order of, any of the joint owners named on the account.

Upon the death of one joint owner, the funds remaining in the account belong to the surviving joint owners and will not pass to the heirs of the deceased joint owner or be controlled by the deceased joint owner's will. However, upon the death of one joint owner, funds in the account may be subject to collection by the personal representative of the decedent's estate.

Each joint owner appoints each of the other joint owners as his or her agent to deposit, withdraw and conduct any business on the joint account, including pledging the account. Each joint owner guarantees the signatures of the other joint owners and authorizes the other joint owners to endorse and deposit checks, drafts or other payment orders that are payable to any of the joint owners into the joint account.

Any joint owner may appoint an agent under a power of attorney, and add the agent to the account, but we reserve the right to require the consent of all joint owners. You agree that each joint owner may withdraw or transfer any or all of the funds on deposit, by any means GKCU makes available, including closing the account, placing or removing a stop payment order, designating the account as a protecting account for GKCU's Overdraft Transfer Service or, for STCs, changing the renewal option or the account into which interest or principal upon maturity is paid, all without the knowledge, consent or joinder of any other joint owner. Each joint owner authorizes GKCU to exercise setoff and enforce its lien on the entire joint account, even if only one, or less than all, of the joint owners is the debtor; these rights exist irrespective of who contributes funds to the joint account. (See the Statutory Lien; Right of Setoff; Security Interest section.) GKCU is not bound by the knowledge of, and has no duty to inquire as to, the source of funds deposited into the joint account. Each joint owner shall have an equal and undivided interest in the entire account regardless of the source of funds. GKCU may provide information about the account, including signatures and other records documenting the prior history of the account, to any joint owner. Notice provided by GKCU to any one joint owner is notice to all joint owners.

Removal of a Joint Owner: Joint owners may voluntarily remove themselves from a joint account, at any time, without the authorization of the remaining owners by completing an addendum to the account signature form. You agree that the signatures of the remaining owners are not required in order to remove a joint owner and that the addendum shall validly amend the account signature form, but only to the extent necessary to remove the owner's interest in the account. After a voluntary removal, the account continues in the names of the remaining owners, who will be notified of the change in ownership.

The removing owner relinquishes his or her rights to the account, including the right of survivorship, and will no longer be authorized to make withdrawals, initiate debit transactions, write checks, or obtain information about future activity on the account. The removing owner will remain liable for any debts incurred and checks or debits authorized during the period in which he or she was a joint owner on the account. If the account has been pledged to secure a loan made to or guaranteed by the removing owner, the removing owner's relinquishment of rights will not release the account as collateral or affect the pledge in any manner.

When joint owners voluntarily remove themselves from an account, remaining owners should review and update the statement address, Overdraft Transfer Service, transfer accounts for STCs and Holiday Cash Club accounts, BillPay records, funds transfers and payroll deductions, as applicable.

If, for any reason, an account signature form with co-owners fails to create a statutory joint account with right of survivorship, you agree that the account shall be held as a joint account with right of survivorship under contract and common law and shall have the characteristics described in this section.

### **Payable on Death Accounts**

Payable on Death (POD) accounts are governed by North Carolina General Statutes § 54-109.57A. POD accounts may have multiple owners and multiple beneficiaries. If there are two or more owners, the owners shall own the account as joint tenants with right of survivorship. Owners may change the beneficiaries any time by completing a new account signature form and returning that form to GKCU.

Upon the death of the last surviving owner, the money remaining in the account belongs to the beneficiaries and does not pass to the heirs of the deceased owners and is not controlled by a will. Distribution to beneficiaries, however, is subject to our review of documentation establishing the death of the account owner and the identity of the beneficiaries. If there are multiple beneficiaries, we will close the resulting joint account with right of survivorship and distribute the funds in equal shares to the beneficiaries then living.

If, for any reason, an account signature form designating one or more POD beneficiaries fails to create a statutory POD account, you agree that the account shall be held as a POD account under contract and common law and shall have the characteristics described in this section.

### **Uniform Transfers to Minors Act Accounts**

Uniform Transfers to Minors Act (UTMA) accounts are governed by the provisions of the North Carolina Uniform Transfers to Minors Act, Chapter 33A of the North Carolina General Statutes. Transfers to minors under the UTMA are irrevocable gifts to the minors. The account signature form designates a custodian who has the authority to make withdrawals, obtain information, and otherwise manage the account. The custodian does not have any ownership rights or interests in the account. The custodian may also designate a successor custodian who may act in the event the custodian dies, resigns or becomes incapacitated. We may limit certain withdrawals and transfers from UTMA accounts. For example, the custodian may not be able to complete point of sale debits or ATM withdrawals.

The custodian must notify us in writing immediately upon the occurrence of any of the following events: the death of the minor; the termination of the custodianship; the appointment of a successor custodian; or if the custodian's authority has otherwise been terminated. Before we receive such notice, we may honor any checks or other items drawn on the account without incurring any liability to the minor or any third party. The custodian will be liable to us for any loss or expense we incur because of the custodian's failure to provide prompt notice.

### **Personal Agency Accounts**

Personal agency accounts are governed by North Carolina General Statutes § 54-109.63. The agent named on the account may sign checks, withdraw funds, make deposits and obtain account information. A personal agent has no ownership rights or interest in the account. If an owner of the account becomes incapacitated or mentally incompetent, you agree that the agent will have the authority to continue acting on behalf of the owners. The personal agent's authority ends upon the death of the last owner and the money remaining in the account will either be released to POD beneficiaries or controlled by the will or inherited by the heirs of the last account owner to die.

### **Powers of Attorney**

We may accept a power of attorney document which allows an agent (also known as an attorney-in-fact) to act on your behalf. Prior to allowing an agent named in a power of attorney to act on your behalf, we may ask for a copy of the document and ask your agent to complete an affidavit stating that the power of attorney document is currently valid, the powers granted can be exercised by the agent, and the agent is not aware of any circumstances, such as revocation, that would cause the power of attorney document to be ineffective. We may continue to recognize the authority of your agent until we receive notice of your death or written notice of revocation of the agent's authority or of the revocation of the power of attorney document, and we have had a reasonable time to act on the notice.

### **Trust Accounts**

GKCU may accept accounts titled in the name of a revocable living trust or an irrevocable trust. We accept no responsibility for determining whether a grantor or trustee is qualified to act or has been duly appointed to act in that capacity, or whether any transaction involving the account is in accordance with or authorized by applicable law or the trust agreement. GKCU acts only as the depository for the funds. However, we reserve the right to request a copy of a certification of trust or the trust agreement if there are questions regarding authority to access the funds.



## **Other Fiduciary Accounts**

GKCU also offers guardianship accounts and estate accounts, VA Federal Fiduciary accounts and Social Security Administration Representative Payee accounts. To open these accounts, you must provide documentation of your appointment as the fiduciary from the appropriate authority. We may limit certain withdrawals and transfers from VA Federal Fiduciary accounts, Social Security Administration Representative Payee accounts and guardianship accounts. For example, you may not be able to complete point of sale debits or ATM withdrawals.

## **Agency Relationships**

Any individual who wishes to act as your agent, guardian, conservator, personal representative, trustee, custodian, or in some other fiduciary capacity (each, an agent) generally must provide adequate supporting documentation and be designated to us as such on the account signature form. Notwithstanding the preceding sentence, if you give an individual authority to view or transact on your account, such as by providing the individual with your account information, card, and/or security credentials such as a PIN, username or password, or direct us to grant account access to the person, we may, in our sole discretion, elect to treat such person as an agent with respect to the account, even if the agent's name is not designated on the account.

We may pay funds in your account to or upon the order of your agent. We are authorized to follow the directions of your agents regarding the account without liability to you until we receive written notice that the agency relationship has been terminated and we have had a reasonable time to act upon the notice. You will be responsible for all acts of your agent, even if your agent acts contrary to your specific instructions or your best interest or exceeds his or her authority. We have no duty to monitor your accounts and we will not be responsible for any breach of fiduciary duty or the misapplication of funds from your account by your agent or fiduciary. You or your agent must immediately notify us when his or her authority has ended.

## **Electronic Fund Transfers**

### **Regulation E Disclosure**

The following sections summarize your rights, liabilities and obligations for electronic fund transfers under Regulation E. An electronic fund transfer is a transfer of funds that is initiated electronically, such as by an GKCU debit card, through an electronic device (such as a telephone or computer) or converted from a paper item for the purpose of authorizing us to debit or credit your account. By using your card or making any other type of electronic fund transfer, you agree to the terms of this agreement.

Your use of cards issued by GKCU is also governed by the cardholder agreement provided to cardholders when a card is issued. This document is also available upon request.

### **Consumer Liability**

Tell us AT ONCE if you believe your card, code or personal identification number (PIN) 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. You could lose all the money in your account (plus any funds available for overdraft transfer). If you tell us within two business days after you learn of the loss or theft of your card, code or PIN, you can lose no more than \$50 if someone used your card, code or PIN without your permission.

If you do NOT tell us within two business days after you learn of the loss or theft of your card, code or PIN, and we can prove we could have stopped someone from using your card, code or PIN 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, including those made by card, code, PIN or other means, tell us at once. If you do not tell us within 60 days after the date we make the statement 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.

If you believe your card, code or PIN has been lost or stolen, call us immediately at 1-252-527-4002, or write to GKCU, 901 N. Queen Street, Kinston, NC 28501. You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your check without your permission. For the purposes of these disclosures, our business days are Monday through Friday. Holidays are not included.

## Transfer Types and Limitations

You may use your card, code and PIN to:

- withdraw cash from your accounts
- make deposits to your accounts
- transfer funds between your accounts whenever you request
- pay for purchases at places that have agreed to accept the card, code or PIN
- pay bills directly from your checking account in the amounts and on the days you request

Some of these services are not available with all types of cards and may not be available at all terminals.

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
- pay bills

If you enroll in our Online Services, you can use our BillPay service to make payments from your Checking account, CashPoints Global account and HSA at no cost.

For security reasons, there are limits on the dollar amount of transactions you can make using our services. You may withdraw up to \$1005 each day using your GKCU debit card. You may purchase up to \$4,000 (including the \$1005 cash and withdrawal amount) worth of goods or services each day using your GKCU debit card. FAT CAT and Zard cardholders may withdraw up to \$205 each day. FAT CAT cardholders may purchase up to \$505 (including the \$205 cash withdrawal amount) worth of goods or services using a debit card. Zard cardholders may purchase up to \$1,000 (including the \$205 cash withdrawal amount) worth of goods or services each day using a debit card. If you need these limits adjusted, please contact us.

## Confidentiality

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

- where it is necessary for completing transfers
- in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant
- in response to legal process which we believe requires our compliance
- if you give us your written permission
- to other third parties as described in our Privacy Notice or as otherwise permitted by applicable law

## Documentation

You can get a receipt at the time you make any transfer to or from your account using one of the CashPoints ATMs or in our branches.

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 view your accounts online through our website at [www.greaterkcu.org](http://www.greaterkcu.org) or call us at 1-252-527-4002 or 1-800-373-9567 to find out whether or not the deposit has been made. We will send or otherwise make available to you a monthly account statement unless we consider your account inactive. Your account is inactive if no transactions (including fees and dividend/interest payments) are made in a given month. Inactive accounts will not produce a statement.

## Stopping Payment on Pre-authorized Transactions

If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Call us at 1-252-527-4002, sign in to Connect GKCU at [www.greaterkcu.org](http://www.greaterkcu.org), or write to us at GKCU, 901 N. Queen Street, Kinston, NC 28501, 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. We may charge you a fee for each stop payment order you give. See the included Service Fees and Terms chart.

If these regular payments may 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. If you order us to stop one of these payments three business days or more before the transfer is scheduled, and we fail to do so, we will be liable for your losses or damages.

## **Our Liability for 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 your 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 money in your account, including any amounts available from overdraft transfer sources, to cover the transaction.
- if the ATM where you are making the transfer does not have enough cash
- if the terminal or system was not working properly and you knew about the breakdown when you started the transfer
- if circumstances beyond our control (such as a power outage, fire or flood) prevent the transfer, despite reasonable precautions that we have taken
- if the funds are subject to legal process

There may be other exceptions provided by applicable law or stated in our agreements with you governing your accounts.

## **ATM Fees**

When you use an ATM that is not a CashPoints ATM, you may be charged a fee by the ATM operator (and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer).

## **Error Resolution**

In case of errors or questions about your electronic fund transfers, telephone us at 1-252-527-4002 or write us at GKCU, 901 N. Queen Street, Kinston, NC 28501 as soon as you can, 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 the statement on which the problem or error first appeared was made available to you.

- Tell us your name and account number.
- 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.
- Tell us the dollar amount of the suspected error.

If you tell us verbally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days 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 provisionally credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money 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, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation and reverse the provisional credit to your account. You may ask for copies of the documents that we used in our investigation.

## **ACH Transactions**

Automated Clearing House (ACH) entries are debits or credits to your account which are transmitted through the ACH system. All ACH entries are subject to the Operating Rules and Guidelines of the National Automated Clearing House Association (NACHA Rules). As the originator or receiver of an ACH entry, you are bound by the NACHA Rules. ACH entries are a type of electronic fund transfer. As a result, ACH entries to and from your account are also subject to Regulation E, as described in the preceding section "Electronic Fund Transfers."

Notice of Receipt of ACH Items: Under the NACHA Rules, we are not required to give next day notice to you of receipt of an ACH item, and we will not do so. However, we will continue to notify you of the receipt of payments in the periodic statements we provide to you.

**Provisional Payment:** Credit given by GKCU to you with respect to an ACH credit entry is provisional until we receive final settlement for such entry through a Federal Reserve Bank. If we do not receive such final settlement, you are hereby notified and agree that we are entitled to a refund of the amount credited to you in connection with such entry, and the party making payment to you via such entry (i.e., the originator of the entry) shall not be deemed to have paid you the amount of such entry.

**Applicable Law:** GKCU may accept on your behalf payments to your account which have been transmitted through one or more ACH entries and which are not subject to the Electronic Fund Transfer Act and your rights and obligations with respect to such payments shall be construed in accordance with and governed by the laws of the State of North Carolina as provided by the NACHA rules.

### **Federal Wire Transfers**

**Applicable Law:** This section applies to wire transfers you send or receive through us but does not apply to any aspect of a funds transfer if that part of the transfer is governed by Regulation E (which is addressed in the previous section, "Electronic Fund Transfers"). Wire transfers are subject to Article 4A of the North Carolina Uniform Commercial Code and any rules in effect at the time of the transfer governing the use of the system(s) through which funds are transmitted. However, wire or other fund transfers sent outside the United States that are initiated primarily for personal, family or household purposes (called Remittance Transfers) are governed primarily by federal law, and not by this section; your rights regarding Remittance Transfers will be disclosed to you in connection with each Remittance Transfer transaction that you make.

Wire transfers are also governed by the Wire Transfer Form, which is provided when you make a wire transfer and is available upon request.

**Inconsistency of Name and Account Number:** If you give us a payment order to be wire transferred which identifies the beneficiary (recipient of funds) by name and account number, payment may be made by the beneficiary's financial institution on the basis of the account number, even if it identifies a person different than the beneficiary. If you give us a payment order which identifies an intermediary or beneficiary's financial institution by both name and identifying number, a receiving financial institution may rely on the number as the proper identification even if it identifies a different financial institution than the named financial institution.

**Provisional Credit:** Credit given by GKCU to you with respect to a wire transfer is provisional until we receive final payment. If we do not receive final payment, you are hereby notified and agree that we are entitled to a refund of the amount credited to your account.

### **Other Electronic Transfers**

You may use your card, code, PIN or third-party software application ("app") to complete certain electronic transactions that may not be covered by federal consumer protection regulations (Regulation E or Regulation Z) concerning liability for unauthorized electronic transactions and required error resolution procedures. These transactions include:

- Peer-to-Peer (P2P) payments (not covered under Regulations E or Z); and
- Some mobile payments made via a mobile wallet (once funds are loaded onto a third-party app, transfers from the app are not covered under Regulations E or Z).

### **When Funds Are Available for Withdrawal**

This section describes our policy for when your deposits are available for withdrawal.

As described in this section, we often make funds from your deposited checks available for your use before we can collect the check. If you have withdrawn the funds, you are still responsible for any problem with the deposit, such as the return of a deposited check. If a check you deposited or cashed is returned to us for any reason, we may charge your account for the amount of the check or you must repay us for the amount of the check plus a fee.

### **Your Ability to Withdraw Funds**

Our general policy is to make funds from your cash and in-person check deposits available to you on the same business day we receive your deposit. Funds from checks deposited to a CashPoints ATM are generally made available to you on the first business day after the day of your deposit.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays and days we are closed for observance of holidays. If you make a deposit on a business day we are open at our branch or at a CashPoints ATM before 5:30 p.m., we will consider that day to be the day of your deposit. However, if you make a deposit at our branch or a CashPoints ATM after 5:30 p.m., or on a day we are not open, we will consider the deposit made on the next business day we are open. For example, if you deposit funds at a CashPoints ATM on a Saturday, and we are closed the following Monday for a holiday, we will consider the deposit made on Tuesday.

### **Longer Delays May Apply**

In some cases, we will not make all of the funds that you deposit by check available to you on the same or next business day of a deposit. Depending on the type of check that you deposit, funds may not be available until the seventh business day after the day of your deposit. The first \$225 of your deposits, however, will be available on the same business day we receive your deposit, and the first \$225 of your deposits to a CashPoints ATM will be available on the second business day. Generally, if we are not going to make all the funds from your deposit available on the same business day of your deposit (or the first business day after the day of your deposit for checks deposited to a CashPoints ATM), we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the end of the next business day after we receive your deposit. If you need the funds from a deposit right away, you should ask us when the funds will be available.

In addition, funds you deposited by check may be delayed for a longer period under the following circumstances:

- we believe a check you deposit will not be paid
- the check you deposited, or other checks you have previously deposited, has been returned unpaid
- you make a large deposit (however, up to \$5,525 will be available on the same or next business day)
- you make a deposit to a new transaction account
- you have overdrawn one of your accounts with us repeatedly in the last six months
- there is an emergency, such as a weather emergency, power outage or failure of computer or communications equipment

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. With respect to deposits made to Checking accounts, CPG accounts and HSAs, funds from the deposit will generally be available no later than the seventh business day after the day of your deposit.

### **Special Rules**

Holds on Other Funds – Check Cashing: If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that is already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it. For example, if GKCU cashes a \$500 check for you, \$500 of funds already in your account may not be available until up to the seventh business day after the day GKCU cashed the check.

Holds on Other Funds – Other Accounts: If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

### **Holds on Other Deposited Funds**

Our Funds Availability policy, as explained above, reflects regulatory requirements under federal Regulation CC ("Reg CC") and applies primarily to in-person and ATM deposits made to certain types of accounts. Deposits made to Share accounts (including IRA share and Money Market share accounts) are not governed by Reg CC. Therefore, we may place longer holds on funds from other deposits if we believe there is risk the check may not be paid and/or there may not be sufficient available funds in your account to cover the check should non-payment occur. It is also our policy to place a hold on all check deposits of \$1,000 or greater made to IRA accounts. If we place a hold on your deposited check, we will provide you with notice of the hold at the time of deposit (if the deposit takes place in person at our branch), or we will mail you notice as soon as practicable.

## Electronic Direct Deposits

Funds from electronic direct deposits will be available on the effective date or the day we receive the deposit, whichever is later. Once they are available, you can withdraw the funds in cash, and we will use the funds to pay any debits to your account.

## Substitute Check Policy Disclosure

### Substitute Checks and Your Rights

What Is a Substitute Check?: To make check processing faster, federal law permits financial institutions to replace original checks with "substitute checks." These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a substitute check as proof of payment just like the original check.

Some or all of the checks that you receive back from us may be substitute checks. This notice describes rights you have when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

What Are My Rights Regarding Substitute Checks?: In certain cases, federal law provides a special procedure that allows you to request a refund for losses you suffer if a substitute check is posted to your account (for example, if you think that we withdrew the wrong amount from your account or that we withdrew money from your account more than once for the same check). The losses you may attempt to recover under this procedure may include the amount that was withdrawn from your account and fees that were charged as a result of the withdrawal (for example, non-sufficient funds fees).

The amount of your refund under this procedure is limited to the amount of your loss or the amount of the substitute check, whichever is less. You also are entitled to dividends on the amount of your refund if your account is a dividend-bearing account. If your loss exceeds the amount of the substitute check, you may be able to recover additional amounts under other law.

If you use this procedure, you may receive up to \$2,500 of your refund (plus dividends, if your account earns dividends) within 10 business days after we receive your claim and the remainder of your refund (plus dividends, if your account earns dividends) not later than 45 calendar days after we receive your claim.

We may reverse the refund (including any dividends on the refund) if we later are able to demonstrate that the substitute check was correctly posted to your account.

How Do I Make a Claim for a Refund?: If you believe that you have suffered a loss relating to a substitute check that you received and that was posted to your account, please contact us at our branch or call us at 1-252-527-4002 or sign on to Connect GKCU at [www.greaterkcu.org](http://www.greaterkcu.org) and send a Secure Message to request a refund. You must contact us within 60 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the date of the account statement showing that the substitute check was posted to your account, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.

Your claim must include a description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect), an estimate of the amount of your loss, an explanation of why the substitute check you received is insufficient to confirm that you suffered a loss, and a copy of the substitute check and the following information to help us identify the substitute check: the check number, the name of the person to whom you wrote the check and the amount of the check.

## Deposits to and Withdrawals from Your Account

### Deposits

You may make deposits in person, by mail or by any other method we make available to you, including at CashPoints ATMs. We will not be responsible for deposits made by or through a depository not staffed by our personnel until we actually receive the deposits. We may, at our discretion, refuse any deposits.



Endorsement of Deposited Items: If you fail to endorse an item that you submit for deposit, we have the right, but are not obligated, to supply a stamped endorsement. We may, at our discretion, require that certain checks, including government checks or insurance company checks, be personally endorsed by each payee. You agree to reimburse GKCU for any loss or expense we incur because you fail to endorse an item exactly as it is drawn.

Subsequent Verification of Deposits: All deposits are subject to our subsequent verification and adjustment, even if you have already withdrawn all or part of the deposit. Even though we provide you a receipt or acknowledgement, deposits are still subject to subsequent verification and adjustment.

Return of Direct Deposits: If, for any reason, we are required to reimburse the federal or state government or any other depositor for all or any portion of any payment deposited into your account through a direct deposit plan, you agree that we may, without prior notice to you, deduct the amount returned from your account or from any other account you have with GKCU, unless the deduction is prohibited by law. This right is in addition to any other rights GKCU has under this agreement and at law, including its right of setoff and lien.

### **Collection of Items**

In receiving items for deposit or collection, GKCU acts only as your collecting agent and assumes no responsibility beyond the exercise of due care. Special instructions for handling an item are effective only if we accept them in writing at the time we receive the item in question. We are not responsible for errors or delays caused by others in the collection process. Delivery to GKCU of items for deposit, collection, credit or payment will constitute your acceptance of these conditions.

Returned Items: If we cash an item or deposit it into your account and, upon presentment to the obligated party, the item is not paid for any reason (or we believe it will be returned unpaid), it may be charged back against your account (or any other account you have with us), even if the item is not returned within any applicable deadlines. We can also charge back any item drawn on us if, within the normal handling period for such item, it cannot be honored against the drawer's account. If an item is returned to us after it was deposited or cashed because someone made a claim that the item was altered, forged, unauthorized or should not have been paid for some other reason, we reserve the right to either charge back the amount of such item to your account or hold the amount of such item in your account until a final determination as to the validity of that claim has been made. We may also charge back an item or hold the amount of an item if there is a problem which, in our judgment, justifies a reversal of credit. We are authorized to pursue collection of previously dishonored items, and in so doing may permit the payor financial institution to hold an item beyond the normal deadline to pay or return an item.

Processing of Items: Items may be sent directly to the financial institution upon which they are drawn or at which they are payable, or they may be sent through collecting agents for collection and remittance.

### **Negative Balance**

If your account has a negative balance for any reason, you agree to pay the amount of the negative balance without notice or demand from us. You also agree to reimburse us for any costs we incur in collecting the amount of any negative balance, including reasonable attorneys' fees and the costs of litigation. For joint accounts, each owner agrees that all of the owners are jointly and severally liable for all negative balances. Each owner also agrees that we may debit funds from any other account held by each owner to repay any negative balance. Account services may be restricted, and your account may be closed due to account mismanagement causing excessive negative balances.

### **Checks and Other Withdrawals**

We may require you to withdraw funds from your account upon notice. We may refuse any check or other item or withdrawal request if it is not made in a manner specifically authorized for your type of account.

We utilize automated collection and processing procedures which rely primarily on information encoded onto each item, whether or not that information is consistent with other information on the item. You agree that GKCU does not fail to exercise ordinary care in paying an item solely because our automated procedures do not provide for sight-review.

## Stale and Post-Dated Items

**Stale-Dated Items:** We maintain the option, at our discretion, to either pay or dishonor any stale-dated item (that is, a check presented more than six months after the date of the check) upon presentation to GKCU. We may pay the item, at our discretion, unless a stop payment order is in effect.

**Post-Dated Items:** You agree that we will not be liable to you for charging your account before the indicated date on a properly payable but post-dated item unless you give us prior notice that you have issued a post-dated item and you would like to issue a stop payment order for the item.

## Stopping Payment on Checks

You may request a stop payment order on any check drawn on your account. If the account is a joint account, any joint owner can stop payment of an item drawn on the account. If you want to stop payment on a check, you must act promptly to ensure we receive your request before the check is paid. As a result of advances in the check collection process, including the electronic exchange of check information, your checks may be presented for payment against your account much more quickly than in the past. Thus, to request a stop payment order, we recommend that you contact our branch, call 1-252-527-4002, or sign in to Connect GKCU. You may also send a written request to 901 N. Queen Street, Kinston, NC 28501, but keep in mind that we must receive your order in time to act on it. The stop payment order must describe the check with reasonable certainty (for example, the payee, account number, check number, and exact amount of the check), and we must receive your order in time to act on it. GKCU will not be responsible for failing to stop payment of a check if you provide us with untimely, incorrect or incomplete information.

Stop payment orders on checks remain in effect for 12 months. We may pay a check once the stop payment order expires. In order for the stop payment to continue for another 12 months, you must complete a new stop payment order. If you want the stop payment order to expire in less than 12 months, you may provide us written notice requesting to cancel the stop payment order. The cancellation request will not be effective until we receive the request and have a reasonable opportunity to act on it. Fees for stop payment orders are set forth in the included Service Fees and Terms chart.

## Cashier's Checks

We may issue cashier's checks payable to you or a third party at your direction. Because cashier's checks are guaranteed funds, you may not cancel or put a stop payment on a cashier's check once it is issued. However, if the check becomes lost, stolen or destroyed, we may replace the check according to the following procedures, subject to applicable law.

If you are the remitter or payee on a cashier's check that we issued, which has been lost, stolen or destroyed, you can make a claim with us for reissuance of the check. We may require you to sign a declaration of loss and indemnification agreement. We may delay reissuing the check for a period of time as permitted by law. There are some instances where we are legally required to pay a cashier's check that was reported lost, stolen or destroyed even though a claim was made and we reissued the check. If we reissue a cashier's check to you, and the original cashier's check is presented for payment under circumstances where we are legally required to pay it, you agree to immediately pay us the amount of the reissued check.

## Account Balance and Posting Order

**Account Balance:** One or more of the following account balances is available to you for review online, by calling ASK GKCU, or by visiting our branch. Current Balance information is available via ATM.

- **Beginning Balance:** The balance in your account after nightly processing.
- **Current Balance:** The Beginning Balance, plus or minus items in activity that have not yet posted ("Activity Today"). This balance does not include funds in any account designated as protecting accounts for GKCU's Overdraft Transfer Service. Items in Activity Today include transactions we have received but have not yet posted to your account. The Current Balance does not include items such as scheduled BillPay transactions and checks you have written but that not yet cleared your account. If you check your balance using a CashPoints ATM, the Current Balance will be displayed.
- **Available Balance:** The Current Balance, minus any "monetary holds" or "deposits pending." The Available Balance does include funds in any accounts designated as protecting accounts for GKCU's Overdraft Transfer Service. For share, Zard share, FAT CAT share, IRA or SEP IRA accounts where a minimum balance must be maintained, the Available Balance includes this required minimum balance amount; however, this balance amount cannot be transferred to another account for any purpose.
- **Overdraft Transfer Balance:** The sum of the Available Balance(s) in the protecting account(s), less any funds not available for transfer from the protecting account(s).

"Deposits pending" are funds from checks that have been deposited but are not yet available for use. This includes checks deposited at CashPoints ATMs, which are not made available until the first business day following the deposit date (the business day of the deposit). "Monetary holds" are funds in an account placed on hold for any other reason.

We use your Available Balance plus your Overdraft Transfer Balance when we determine if you have enough funds available to pay items or authorize transactions. Your Available Balance may not reflect every transaction or the final amount of every transaction you have initiated or authorized. For example, your Available Balance may not include the final settlement amounts for debit card transactions when:

- a merchant delays sending us the final settlement
- a merchant requests authorization before you leave a tip, or
- the final amount is not yet known when the merchant requests authorization for a purchase.

**Posting Order:** We post credit and debit items to your account during nightly processing on days we are open for business. For purposes of this section, items include fees. Credits increase your account balance and debits decrease your account balance. The order items post to your account differs from the order in which the transactions occur, or we receive them. The order in which items are posted may affect the total number of NSF items you incur if you have insufficient funds to cover all items.

We reserve the right to process and post items to your account in any order at our discretion, and we may change the order or categories, including items within a category, at any time without notice to you; however, we generally post items to your account in the order described below:

We post deposits and other credits to your account first. After we post all deposits and other credits to your account, we post debits. We post debits in order according to categories. Within each category, we post debits from the lowest amount to the highest amount. We post all transactions for each category before posting transactions in the next category. The categories of debits are listed below in the order in which they post:

1. **Authorized Debits:** Authorized debits are items that we are obligated to pay because we provided authorization at the time you initiated the transaction. Prior to posting, authorized debits are included in your Account's Activity Today and will affect your Available Balance because they are authorized at the time of the transaction. We later receive and post the final transaction, and the final amount posted may differ from the authorized amount appearing in Activity Today. The authorized debits category also includes certain account fees.
  - Examples of authorized debits include ATM withdrawals, transactions initiated with your debit card, on us checks cashed in a branch or at an ATM, withdrawals performed in a branch, and automatic funds transfers such as loan or credit card payments.
  - The authorized debits category also includes the following authorized account fees: Wire Service Fees, ATM Usage Fees, Card Reissue Fees, International Transaction Fees, Verification of Deposit Fees, Copy Request Fees, Stop Payment Fees, and Returned Check Fees. NSF Fees for items that attempted but failed to clear the previous business day are also included in this category.
2. **ACH Debits:** ACH debits are debits to your account which are transmitted through the ACH system. We also post check order expenses in this category.
3. **Checks and Paper Drafts:** Checks and other drafts you have written or authorized from your account.
4. **Other Fees:** We debit Overdraft Transfer Service Fees and GKCU's monthly maintenance fee on dividend checking, non-dividend checking, and CPG accounts. We debit Overdraft Transfer Service Fees even if there are insufficient available funds in your account; therefore, Overdraft Transfer Service Fees can cause your account to have a negative balance.

### **Overdraft Transfer Service**

GKCU offers an Overdraft Transfer Service whereby available funds are transferred from existing GKCU share accounts, money market share accounts, other checking accounts, open-end signature loans, and Visa Secured credit card accounts in order to prevent your checking account from incurring NSF fees or becoming overdrawn. Each account you link to your checking account is called a protecting account. You may make this election in writing when opening a checking account or at any other time during the life of the account.

**Overdraft Transfer Service Fees:** Each overdraft transfer is subject to an Overdraft Transfer Service Fee. Information about this fee is set forth in the included Services Fees and Terms chart. No Overdraft Transfer Service Fees are assessed the first day of a calendar year in which Overdraft Transfer Service Fees would otherwise be incurred on an account.

Incremental Transfers: Funds are transferred from the designated protecting account(s) to your checking account in \$50 increments. Overdraft transfers occur in whole dollar amounts. If the amount available in the designated protecting account for overdraft transfer is less than the applicable incremental transfer amount but sufficient to cover at least one item posting to the checking account, all funds available in the protecting account (in whole dollars) are transferred. While the first \$5 of a share account balance is included in your displayed Available Balance, it is not available for overdraft transfer.

Credit Cards and Open-End Signature Loans: Overdraft transfers from GKCU credit cards and open-end signature loans are loan advances and may be made up to the amount of the available ceiling/credit limit, less any outstanding principal balance. The available amount for overdraft transfer is as follows:

- For open-end signature loans, 100% of the unused line of credit plus \$200
- For credit cards, the unused line of credit plus 10% of the credit limit

Transfers from these types of protecting accounts are subject to the terms of the applicable credit agreements and will not occur if the account is delinquent or considered in default. Overdraft transfers from credit cards and open-end signature loans are cash advances; interest accrues from the date of the transfer and the account is charged at the applicable interest rate under the credit agreement.

Multiple Protecting Accounts: You may designate up to two protecting accounts for each checking account. You may select the order in which the protecting accounts are accessed for the Overdraft Transfer Service. To cover an item posting to a checking account with insufficient funds, funds are first transferred, in whole dollar amounts, from the primary protecting account. If available funds in the primary protecting account are insufficient to cover the item, an additional transfer will be made, in whole dollar amounts, from the secondary protecting account.

### **Checking Account Non-Sufficient Funds**

GKCU determines whether sufficient funds are available to pay an item after the item is received by GKCU and before GKCU's return deadline. Only one determination of the account balance is required.

We may assess a non-sufficient funds (NSF) fee each time an item is presented for payment against your checking account and sufficient funds are not available to cover the item. You should be aware that merchants and payees can present an item multiple times for payment if the initial or subsequent presentment is returned due to insufficient funds or for other reasons. We consider each presentment of an item a new item for purposes of assessing an NSF fee. For example, if you write a check to the grocery store and your checking account lacks sufficient available funds to pay the item when the grocery store presents it for payment, we will return it and assess an NSF fee. If the grocery store presents the check for payment again a few days later, and your checking account still lacks sufficient available funds to pay it, we will return it and assess another NSF fee.

Your Available Balance is subject to GKCU's Funds Availability Policy and the order in which we process and post items. If our determination reveals that sufficient funds are not available to pay an item, GKCU will not be required to pay the item and may return it and assess an NSF fee. We do not distinguish between available and unavailable funds in the Beginning/Ending Balance that is displayed on your account statements and online, so it may appear that you had enough funds to cover an item that was returned and for which you were charged an NSF fee. You may obtain your Available Balance online, by calling ASK-GKCU or by visiting our branch.

If you have opted into our Overdraft Transfer Service, GKCU will transfer any funds available for transfer from the designated protecting account(s) in order to prevent the protected checking account from becoming overdrawn. See the "Overdraft Transfers" section. GKCU is not required to send you notice of items returned for non-sufficient funds. As the account owner, you are responsible for keeping track of your account balance to ensure that you have sufficient funds available to pay any item you authorize. GKCU may restrict account services or close your account if your account incurs excessive NSF fees or returned items.

As a service to our members, NSF fees will not be assessed on an account the first day of a calendar year in which NSF fees would otherwise be incurred.

### **The order in which we post items can affect the total number of NSF and Overdraft Transfer Service Fees you incur.**

During nightly processing on GKCU business days, we post items received since the previous business day's cut off time. For example, items received on a Tuesday after cut off time, and items received on Wednesday up until cut off time, post during Wednesday night processing. Different posting timeframes may apply depending on the effective date of the item.

Items often post in a different order than they were authorized. Please refer to the Account Balance and Posting Order section for more information about the posting order of items.

### Notice of Negative Information

We may report information about your account to credit bureaus. Late payments, missed payments or other defaults on your account may be reflected on your credit report.

### General Account Terms

#### Statements

Paper and Electronic Statements: We make available to you periodic statements showing all deposits, withdrawals, dividends and interest earned, and other information. Unless you have previously elected to receive electronic statements online through Connect GKCU (at [www.greaterkcu.org](http://www.greaterkcu.org)), a paper statement will be mailed to the address shown in GKCU's records. Prior to enrollment in Connect GKCU and electing electronic statements, you must consent to receiving electronic communications from us.

Paper statements, if you receive them, are mailed approximately every 30 days, but not always on the same day of the month. If you opt out of receiving paper statements and retrieve your statements electronically via Connect GKCU ([www.greaterkcu.org](http://www.greaterkcu.org)), you may select the approximate time each month you wish your statement to be generated, which will still be approximately every 30 days, but not always on the same day of the month. We also offer large print and braille statements on our share and deposit accounts, which are available upon request.

Accounts, including individually and jointly owned accounts, can be combined on one statement. If your statement includes more than one account, any authorized signer on any of the accounts included on the statement will have access to the entire statement. Statements made available electronically are presented as maintained in the normal course of recordkeeping. Any person with online access to your account will be able to view all the information on the combined statement.

If any part of a statement is presented responsive to a court order, subpoena or other legal process, or you ask us to produce a statement, we will present the entire statement as maintained in the normal course of recordkeeping.

Reviewing Your Statement: You agree to review your account statements carefully and promptly. If you believe there is an error of any type on your statement, including a missing item, you must immediately notify us as soon as you notice the error.

- Electronic fund transfer errors. Electronic fund transfers are defined in the Regulation E Disclosure under Electronic Fund Transfers. If the error you discover is an electronic fund transfer error, the Consumer Liability and Error Resolution sections in the Regulation E Disclosure govern your liability and the error resolution procedures we follow.

You also have certain rights regarding substitute checks; please see the Substitute Check Policy Disclosure for more information.

- Other errors. You agree that **we will not be liable for paying or charging any other type of erroneous item if you have not reported the erroneous item to us in writing within 60 calendar days of the date of the statement first containing the erroneous item.** Types of other erroneous items include unauthorized checks (including counterfeit checks, altered checks, and checks with unauthorized or missing signatures and/or endorsements), encoding errors, unauthorized or incorrect fees, unauthorized withdrawals or other debit transactions, missing, diverted or unauthorized deposits, or any other type of error, other than electronic fund transfer errors. If you report these types of erroneous items to us, you agree to cooperate with us in our investigation and prosecution of your claim and with any attempt to recover the funds. We may require you to provide us with an affidavit about the circumstances of your reported erroneous item(s) and any other reasonable information we may request. You also agree to file reports with the appropriate law enforcement agencies. If you fail to do these things, the statement on which these items appear will be considered correct, and we may charge the full amount of the item(s) to your account.

Mailing Address: You agree to notify us promptly of any change in your contact information. We may rely on any instructions made by you, or on your behalf, including by any co-owner or agent, to change your contact information or mode of statement delivery without liability. We may also rely on our receipt of a notification of an address change from the U.S. Postal Service or its agents. If you receive paper statements, we mail a copy of the paper statement to one address per statement. We have no obligation to mail the statements to any other account owner or other address on file.



You agree to notify us immediately if you believe you are not receiving your correspondence from GKCU. If a statement is returned undeliverable or we otherwise receive notice that it is undeliverable, we may stop mailing statements until we receive verification of your mailing address. We may destroy undelivered statements, along with any accompanying items. However, copies of any undelivered statements and paid items will still be made available to you upon your request, subject to any applicable fees and our legal obligation to maintain copies of statements and items. Therefore, if we stop mailing your statements as described in this paragraph, you agree that your statements and items have been "made available" to you as of the date of the statement for purposes of your responsibility to promptly review your statements and report any erroneous items to us.

### **Communications with GKCU**

We may accept and act upon instructions from you to open accounts, transfer all or any portion of the balance of your accounts, close your accounts, process a change of account information, or obtain any other deposit services from GKCU. We may accept instructions you give verbally or in writing, whether in person, by telephone, electronic communication or by any other reasonable method. We may accept and act on such instructions that do not contain your signature with the same effect as if such instructions were signed by you. However, we may, in our discretion, require your original signature or any other documentation before accepting and acting upon your instructions.

### **Opening Additional Accounts**

Some types of GKCU accounts can be opened by referencing a previously signed account signature form. Referencing means that a new account is opened, and a new account signature form is created, referencing the instruction(s) and signature(s) of the owner(s) on an existing account signature form.

Members can open an individual account by referencing the account signature form of either an individual or joint account on which the member is an owner. Any joint account owner has sole authority to open a joint account referencing the account signature form of an existing joint account, without the knowledge, consent or joinder of the other joint owners, provided the joint owners on the referenced signature form are identical to the joint owners on the new account.

You agree that new accounts can be opened by referencing existing accounts and that a joint owner, acting as agent for the other co-owners of an existing joint account, can independently open another joint account in the name of the same joint owners, and all owners on joint accounts are jointly and severally liable for the debts of the account, regardless of whether the account is opened through referencing. Account owners on all jointly held accounts have rights of survivorship.

Certain types of accounts, such as IRA accounts, cannot be opened by referencing a previously signed account signature form.

### **Statutory Lien; Right of Setoff; Security Interest**

Statutory Lien: When you open an account, you grant GKCU a statutory lien on the shares, deposits and accumulated dividends or interest in your jointly and individually owned accounts to the extent of any amounts owed to GKCU at any time. If you fail to satisfy a financial obligation due and payable to GKCU, we may enforce the statutory lien without further notice to you, except where prohibited by law.

Right of Setoff: We may, without prior notice, setoff all the shares, deposits and accumulated dividends or interest in your jointly and individually owned accounts against any due and payable amount you owe us now or in the future, except where prohibited by law.

Security Interest: You assign, pledge and grant GKCU a security interest in all shares and deposits, and earnings on shares and deposits, which you now have or may have in the future, at GKCU as security for any indebtedness now owing or arising with GKCU in the future, except where prohibited by law and for indebtedness which is itself secured by your residential real estate.

We may exercise or enforce our statutory lien, right of setoff, or security interest against any account at any time, and each shall survive the death of the account holder. We will not, however, exercise or enforce our statutory lien, right of setoff or security interest where prohibited by applicable law (including the Military Lending Act).



### **Holding Funds in Your Account**

We reserve the right to place a hold on funds in your account and/or to prevent any deposits from being made to your account, for a reasonable period of time, at our discretion, when:

- we have a right of setoff or may enforce our lien
- we comply with a court order or other legal process
- we have been notified, or we reasonably believe, there exists a legitimate dispute among any parties who have or claim an interest in your account
- we in good faith believe we have a claim against you or the funds in your account
- something has occurred or is reasonably expected to occur that may result in our having a claim against you or the funds in your account

### **Disputes Involving Your Account**

If we have been notified of, or we reasonably believe there exists, a legitimate dispute among any parties who have or claim an interest in your account, we may, at our discretion:

- continue to rely on the account signature forms and other account documents in our possession
- pay the funds to an appropriate court of law or equity for resolution
- honor the competing claim upon receipt of evidence we deem satisfactory to justify such claim
- close the account and pay the proceeds to all who have or claim an interest in the account or the account owner(s) as indicated in our records

You, your estate, and your successors-in-interest agree to indemnify and hold GKCU harmless from and against all claims, actions, costs and liabilities arising out of or relating to actions taken in opening and maintaining your account, making distributions upon notice of the death of the last surviving account holder pursuant to the terms of this agreement and any conflicting designations of the funds in your account by will, revocable living trust or any other instrument.

### **Limitation of Liability/Indemnification**

GKCU serves only as a depository for the funds in your account, and we do not owe you a fiduciary duty with respect to your account unless we explicitly agree otherwise in writing. Our responsibility to you and to your account is limited to the exercise of ordinary care as established by the reasonable commercial standards for financial institutions.

We will not be liable to you for any claim, loss, cost, or damage caused by events or circumstances beyond our reasonable control, even if they were foreseeable, including extreme weather, natural disasters, fire, floods, pandemics, measures of any governmental authority, civil disorder, labor strikes, and terrorism or threats of terrorism, as well as loss of electrical power, the breakdown or failure of any private or common carrier communication or transmission facilities, or suspensions of payments by another financial institution. In particular, GKCU is not liable to you if such an event or circumstances prevent us from, or delay us in, performing our obligations for a service, including acting on a payment order, crediting a fund transfer to your account, processing a transaction or crediting your account. Our liability to you for any act or failure to act shall not exceed any direct resulting loss, if any, which you incur, and payment of any interest or dividends. In any case, we will not be liable for any special, incidental, exemplary, punitive or consequential losses or damages of any kind, regardless of whether you informed us of the possibility of such damages, unless required by law

You agree to reimburse GKCU for all claims, costs, losses, and damages we may incur, including reasonable attorneys' fees, in connection with your account, except to the extent caused by our failure to exercise ordinary care. Your liability will be joint and several. We may charge any of your accounts with us for any such losses, liabilities or expenses without prior notice to you. With respect to your act, omission, negligence or fault, and specifically in connection with overdrafts or returned deposits to your account, you agree to reimburse GKCU for all claims, costs, losses and damages, including fees paid for collection. Nothing in this agreement shall be construed to limit any rights or defenses available to us, or any warranty, indemnity or liability imposed on you, under applicable state or federal laws or regulations or any separate agreements applicable to your accounts.

### **Claims for Breach of Any Terms of This Agreement**

You agree that neither GKCU nor you may commence, join, or be joined to any regulatory or judicial action (as either a sole litigant or the member of a class) that arises from either party's alleged acts or omissions pursuant to this agreement or make any allegation that the other party has breached any provision of, or any duty owed by reason of, this agreement until the alleging party has provided proper notice (and if notice is not required contractually or by law or regulation, reasonable notice) to the other party of such alleged breach and afforded the alleged breaching party a reasonable period of time after receipt of such notice to take corrective action.

### **Legal Process Against Your Account**

We may comply with any legal process we believe to be valid, and we may, at our discretion, accept legal process by mail, electronic mail, facsimile or any other means at any location where we do business. GKCU is not liable to you for releasing information or remitting funds in compliance with legal process, including subpoenas, attachments, executions, garnishments, levies, restraining orders, injunctions or warrants. In addition, you agree that GKCU is under no obligation to object to or otherwise contest on your behalf any legal process brought against your account. We are not required to send you notice of the legal process.

GKCU will not be liable to you for any sums we may be required to hold or pay because of legal process against your account, even if holding or paying funds from your account leaves insufficient funds to pay checks or other items from your account. All funds held in a joint account can be used to satisfy any legal process against you, your account or any joint owner. Legal process against your account is subject to GKCU's lien and right of setoff in accordance with applicable law.

### **Assignments, Pledges and Transfers**

GKCU will not recognize any assignment, pledge, transfer or grant of your account, or any interest in it, to anyone other than GKCU.

### **Closing an Account**

GKCU may close your account, without prior notification, if you breach any terms of this agreement, your account (other than a CPG, or Holiday Cash Club account) has a zero balance, or we, at our sole discretion, determine continued maintenance of the account exposes GKCU to risk of financial loss. We may also refuse services if you cause GKCU a financial loss. We, at our sole discretion, with reasonable notice, may close an account for any other reason not prohibited by applicable law. This agreement will continue to govern matters related to your account after it is closed. You will remain liable for checks and other transactions in process and for the payment of any accrued fees if we close your account. If we receive a deposit for credit to your account after it has been closed, we may, at our sole discretion, return the deposit, reopen your account and accept the deposit or redirect the deposit into another account owned by you.

A member may be expelled from GKCU only in the manner provided by law. Expulsion or withdrawal from GKCU shall not operate to relieve a member of any liability to GKCU. All amounts paid on shares, deposits or other accounts held by expelled or withdrawing members, prior to their expulsion or withdrawal, shall be paid in the order of their expulsion or withdrawal, but only as funds become available and only after deducting any amount due from such member to GKCU.

### **Inactive Accounts**

We may consider your account inactive if no transactions (including fees and dividend/interest payments) are made in a given month. Inactive accounts will not produce or be included on a statement.

### **Safety**

The **National Credit Union Share Insurance Fund** (NCUSIF) of the National Credit Union Administration (NCUA) insures member deposits up to \$250,000 (and potentially more, through different account ownerships). This insurance coverage is automatic and is provided at no additional member cost. Insurance coverage by NCUA is provided on all types of share and deposit accounts currently offered by GKCU.

For more information about NCUA share insurance coverage, please contact your local branch or see our NCUA Summary webpage, which is accessible through the Federally Insured by NCUA link at [www.greaterkcu.org](http://www.greaterkcu.org).

For information about safety at ATMs, please see our ATM Safety webpage, which is accessible through a link on our Cashpoints ATM page at [www.greaterkcu.org](http://www.greaterkcu.org).

*The Service Fees and Terms summary on the following page presents some of the important features of accounts we offer and the various fees we charge. For more details concerning the rules and regulations applicable to your share and deposit accounts, please refer to the information provided in the sections above. We reserve the right to change our fee schedule from time to time and will provide you with advance notice as required by law.*

## Service Fees and Terms As of May 25, 2021

GKCU offers share (SAV), dividend checking (CHK), CashPoints Global (CPG), money market share (MMSA), Non-Profit money market share (Non-Profit MMSA), share term certificates (STC) and Non-Profit share term certificates (Non-Profit STC). Share accounts include FAT CAT, Zard, Holiday Cash Club, and Non-Profit share accounts. GKCU also offers tax-advantaged accounts, which include Individual Retirement Accounts (Roth and Traditional IRAs/SEP IRA). STCs are offered in terms of 6, 12, 18, 24, 36, 48, and 60 months. There is no minimum balance to earn dividends on CHK, SAV, Non-Profit checking (Non-Profit CHK),<sup>1</sup> Non-Profit SAV or IRA/SEP accounts. The minimum balance for MMSAs, STCs and Non-Profit STCs is \$250. The minimum balance for Non-Profit MMSAs is \$1,000. CPG accounts do not earn dividends. STCs earn a fixed interest rate; however, the rate for all other accounts is variable and subject to change daily.

### Account Opening and Usage

	SAV	CHK	CPG	MMSA	STC	IRA/SEP	Non-Profit SAV	Non-Profit CHK	Non-Profit MMSA	Non-Profit STC
Minimum deposit to open account	<sup>2,3</sup> \$5.00	\$0.00	\$0.00	\$250.00	\$250.00	\$25.00	<sup>2</sup> \$10.00	\$0.00	\$1,000.00	\$250.00
Membership fee	\$5.00	N/A	N/A	N/A	N/A	N/A	\$ 5.00	N/A	N/A	N/A
Monthly maintenance fee	<sup>4</sup> \$0.00/\$1.00	\$1.00	\$1.00	<sup>5</sup> \$0.00/\$2.00	N/A	<sup>4</sup> \$0.00/\$1.00	<sup>4</sup> \$0.00/\$2.00	\$10.00	<sup>5</sup> \$0.00/\$10.00	N/A
Maximum number of checks, teller cashed items, Another Chance items per statement period to avoid service charge	N/A	50	N/A	N/A	N/A	N/A	N/A	50	N/A	N/A
Service charge per check, teller cashed items, and Another Chance items in excess of 50 per statement period	N/A	\$0.20	N/A	N/A	N/A	N/A	N/A	\$1.00	N/A	N/A
ATM fees – for using CashPoints ATMs	\$0.00	\$0.00	\$0.00	\$0.00	N/A	\$0.00	\$0.00	\$0.00	\$0.00	N/A
ATM fee – for using Visa/PLUS ATM (completed transactions)	\$1.00	\$1.00	\$1.00	\$1.00	N/A	\$1.00	\$1.00	\$1.00	\$1.00	N/A
ATM fee – for using Visa/PLUS ATM (incomplete transactions)	\$0.35	\$0.35	\$0.35	\$0.35	N/A	\$0.35	\$0.35	\$0.35	\$0.35	N/A
<sup>6</sup> International Transaction fee	1%	1%	1%	1%	N/A	N/A	1%	1%	1%	N/A
Non-Sufficient Funds (NSF) fee – for one NSF Fee Free day per year	N/A	\$0.00	N/A	N/A	N/A	N/A	N/A	\$0.00	N/A	N/A
NSF fee – after NSF Fee Free day used	N/A	\$35.00	N/A	N/A	N/A	N/A	N/A	\$35.00	N/A	N/A
Returned check fee – per check returned from a deposit	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
Stop payment fee – per item	N/A	\$10.00	\$10.00	N/A	N/A	N/A	N/A	\$10.00	N/A	N/A
Account closing fee/penalty	\$0.00	\$0.00	\$0.00	\$0.00	<sup>7</sup> \$0.00/Penalty	\$0.00	\$ 0.00	\$0.00	\$0.00	<sup>7</sup> \$0.00/Penalty

<sup>1</sup>Non-Profit checking accounts are no longer offered as new accounts.

<sup>2</sup>Membership fee charged on the initial share account.

<sup>3</sup>Holiday Cash Club accounts have no minimum balance.

<sup>4</sup>All SAV and IRA/SEP accounts have a \$1.00 fee and Non-Profit SAV accounts have a \$2.00 fee if account is below minimum balance on statement date.

<sup>5</sup>MMSA accounts have a \$2.00 fee and Non-Profit MMSA accounts have a \$10.00 fee if account is below minimum balance at any time during statement period.

<sup>6</sup>1% fee charged against U.S. Dollar amount of transaction. See the cardholder agreement for each debit card you have with us for more information on how this fee is calculated and when it is charged.

<sup>7</sup>An interest penalty is charged for early cancellation of all STC types.

### Overdraft Transfer Service

GKCU offers Overdraft Transfer Service whereby available funds from designated GKCU share and deposit accounts and lines of credit (protecting accounts) are transferred to checking accounts to help prevent items from incurring NSF Fees or overdrawn accounts. Overdraft Transfer Service may be requested or removed from new/existing checking accounts by the account holder at any time.

Option A: No Overdraft Transfer Service (Default)	N/A	If you do not opt in to our Overdraft Transfer Service, transactions that would otherwise cause an overdraft are generally returned unpaid and the account is charged an NSF fee for each returned check or ACH item.
Option B: Overdraft Transfer Service		
Overdraft Transfer Service Fee	\$0.50	Per transfer
Overdraft Transfer Increments	\$50	For share, deposit and personal line of credit accounts.
(Overdraft Transfer Service transfers the entire whole dollar available balance if this is enough to cover the item(s) presented for payment and the \$.50 Overdraft Transfer Service fee.)		

### Processing of Items

GKCU generally posts items presented on your account in the following order:

- All deposits and other credits
- Authorized debits\* (lowest to highest dollar amount), including certain fees
- Safe deposit box rental
- ACH debits (lowest to highest dollar amount)
- Checks (lowest to highest dollar amount)
- Other fees

\* Authorized debits are items that GKCU is obligated to pay because GKCU provided authorization at the time you initiated the transaction. Authorized debits include debit card transactions, ATM withdrawals, withdrawals performed in a branch, automatic funds transfers, and some GKCU fees. For more information on posting order, refer to the Account Balance and Posting Order section of the Account Rules and Regulations.

Funds Availability Policy	
Funds deposited to your account are generally available for immediate withdrawal or on the next business day:	
Cash deposit with a teller	same business day
Cash deposit at a CashPoints ATM	same business day
Check deposit with a teller	same business day
Check deposit at a CashPoints ATM	next business day
Direct deposit	same business day
Wire transfer deposit	same business day

If GKCU delays funds availability on a portion of a deposit to a checking or CPG account, the first \$225 of that deposit will be made available on the same business day (for in-person deposits) or the following business day (for CashPoints ATM deposits). A "business day" is a non-holiday weekday. The end of a business day is no earlier than 5:30 pm.

### Other Fees

ATM Card Issue/Reissue	<sup>1</sup> \$3	Verification of Deposit	\$10	Outgoing Domestic Wire	\$10
Replace Lost/Stolen ATM Card	\$8	Notary Service	\$0	Outgoing International Wire	\$25
ATM Card Rush Delivery	\$15	Check & Statement Copies (per copy)	<sup>2</sup> \$1		
Coupon/Bond Collection	\$0	Cashier's Check Purchase	\$1		

<sup>1</sup>FAT CAT and Zard cards are exempt from this fee.

<sup>2</sup>Checks and statements can be viewed and printed at no charge from Connect GKCU at [www.greaterkcu.org](http://www.greaterkcu.org).

**FACTS****WHAT DOES GREATER KINSTON CREDIT UNION (GKCU) DO WITH YOUR PERSONAL INFORMATION?****Why?**

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

**What?**

The types of personal information we collect and share depend on the product or services you have with us. This information can include:

- Social Security number and income
- Account balances and payment history
- Account transactions and mortgage rates and payments

When you are *no longer* our member, we continue to share your information as described in this notice.

**How?**

All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons Greater Kinston Credit Union chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does GKCU Share?	Can you limit this sharing?
<b>For our everyday business purposes –</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes –</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes –</b> information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes –</b> information about your creditworthiness	No	We don't share
<b>For nonaffiliates to market to you</b>	No	We don't share

**Questions?**

Call 252-527-4002 or go to [www.greaterkcu.org](http://www.greaterkcu.org)

**Who we are**

<b>Who is providing this notice?</b>	Greater Kinston Credit Union
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**What we do**

<b>How does GKCUC protect my personal information?</b>	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
<b>How does GKCUC collect my personal information</b>	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> <li>▪ open an account or deposit money</li> <li>▪ pay your bills or apply for a loan</li> <li>▪ use your credit or debit card</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
<b>Why can't I limit all sharing?</b>	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> <li>▪ sharing for affiliates' everyday business purposes – information about your creditworthiness</li> <li>▪ affiliates from using your information to market to you</li> <li>▪ sharing for nonaffiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing.</p>

**Definitions**

<b>Affiliates</b>	Companies related by common ownership or control. They can be financial and nonfinancial companies.
<b>Nonaffiliates</b>	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>▪ <i>GKCUC does not share with nonaffiliates so they can market to you.</i></li> </ul>
<b>Joint marketing</b>	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>▪ <i>Our joint marketing partners include insurance and financial services companies.</i></li> </ul>