

ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

Mobile Banking Transfers - types of transfers - You may access your account(s) through the browser on your cell or mobile phone at www.mctcu.org and download a mobile app from NetTeller and using your user identification number, a password, and your mobile phone, to:

- ◆ transfer funds from checking to checking
- ◆ transfer funds from checking to savings
- ◆ transfer funds from savings to checking
- ◆ transfer funds from savings to savings
- ◆ transfer funds from line of credit to checking
- ◆ transfer funds from line of credit to savings
- ◆ make payments from checking to loan account(s) with us
- ◆ make payments from checking to third parties
- ◆ make payments from savings to loan account(s) with us
- ◆ get information about:
 - the account balance of checking account(s)
 - the account balance of savings account(s)
 - deposit, withdrawal and loan history
- ◆ Please register at enrollment. Registration will give you the ability to store debit card information, see history of sends and receives, set up repeat sends and cancel a send without having to contact the Credit Union.
- ◆ Your funds can be sent to family and friends within the United States, to any valid email or smartphone.
- ◆ The sender uses their debit card information but the recipient can accept the transaction using their debit card information or their account number information at their financial institution.
- ◆ The account number must be the full MICR number.
- ◆ The funds are always debited immediately from the senders account attached to their debit card.
- ◆ If the funds are accepted using a debit card, the transaction will be deposited immediately.
- ◆ If the funds are accepting using account information, the transaction will take 2-3 business days.
- ◆ If the funds are sent incorrectly or to the wrong person, the sender is liable for the transaction.
- ◆ If the funds have not been accepted within ten calendar days, the funds are automatically placed back in the senders account and the transaction is cancelled.
- ◆ The daily transaction limit is \$3,000. Funds must be available in your account or transaction will be declined.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to computer transfers.

Limitations on frequency of transfers. In addition to those limitations on transfers elsewhere described, if any, the following limitations apply:

During any monthly statement cycle, you may not make more than six withdrawals or transfers from share savings or money market account(s) to another credit union account of yours or to a third party by means of a preauthorized or automatic, computer or telephonic order or instruction, or by check, draft, debit card, or similar order to a third party. If you exceed the transfer limitations set forth above, your account will be subject to closure by the credit union.

DOCUMENTATION

◆ Periodic statements.

You will get a monthly account statement from us for your checking accounts.

You will get a monthly account statement from us for your share savings accounts, unless there are no transfers in a particular month. In any case, you will get a statement at least quarterly.

Please refer to our separate fee schedule for the amount we will charge you for each stop-payment order you give.

FINANCIAL INSTITUTION'S LIABILITY

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:

- (1) If, through no fault of ours, you do not have enough money in your account to make the transfer.
- (2) If you have an overdraft line and the transfer would go over the credit limit.
- (3) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- (4) There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY

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

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

UNAUTHORIZED TRANSFERS

(a) Consumer liability. Tell us AT ONCE if you believe your card and/or code has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check or draft. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transfers that you did not make, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

(b) Contact in event of unauthorized transfer. If you believe your card and/or code has been lost or stolen, call or write us at the telephone number or address listed in this brochure. You should also call the number or write to the address listed in this brochure if you believe a transfer has been made using the information from your check or draft without your permission.

ERROR RESOLUTION NOTICE

In Case of Errors or Questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed in this brochure, 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 we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (2) 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.
- (3) Tell us the dollar amount of the suspected error.

If you tell us orally, 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 (20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transfer involved a new account) 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. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

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.

You may ask for copies of the documents that we used in our investigation.

MCT CREDIT UNION
MEMBER SERVICES
PO BOX 279
PORT NECHES, TEXAS 77651
Business Days: Monday through Friday
Excluding Federal Holidays
Phone: (409) 727-1446
MORE DETAILED INFORMATION IS AVAILABLE
ON REQUEST

Got a web-enabled cell phone? Now you can access your accounts any time

We've just added one more time-saving service. Now you can access your accounts any time of day, any day of the week, anywhere you can use your web-enabled cell phone. MCT Anywhere gives you quick, convenient access to account information, basic transactions, and account support.

24-HOUR ACCESS AT YOUR FINGERTIPS

We know that not everyone does their banking between 9 and 5. So, we've made it even easier for you to access your account any time you choose by using your web-enabled cell phone.

FAST AND EASY

In just a few seconds, you can access your account information, check account balances, transfer funds, find out whether or not certain transactions have cleared, check rates, and more all from your web-enabled cell phone!

APPLY TODAY

Start enjoying the convenience and additional privileges of MCT Anywhere! To apply, visit our web site at www.mctcu.org or you can access your account from your mobile device and download an app from our app store for Android and Apple users. OR go to <https://www.airteller.com/mctcu>.

You may be charged access fees by your cell phone provider based on your individual plan. Web access is needed to use MCT Anywhere. Check with your cell phone provider for details on specific fees and charges.



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