



Automatic Funds Transfer Authorization via ACH for LOAN PAYMENTS

This agreement reflects your authorization for Langley Federal Credit Union (LFCU) to initiate periodic electronic debit (ACH) entries from your account(s) at other financial institutions on the designated date(s) as reflected below for credit to your LFCU account(s). You authorize the other financial institution(s) to debit such account(s) and direct LFCU to credit such electronic ACH transfers/payments to your designated LFCU accounts. You acknowledge that the origination of ACH entries to your account(s) must comply with the provisions of U.S. law. This authority shall remain in full force and effect until LFCU and the other designated financial institution(s) receive written notification from you of its termination in such time and in such manner to afford LFCU and the other designated financial institution reasonable time to act on it. By signing this authorization you acknowledge 1) you are the owner/joint owner of the account being debited at the other financial institution, as well as the owner/joint owner of the account at LFCU and 2) having received and agree that these services shall be governed by the terms and conditions set forth in the Electronic Funds Transfer Agreement and Disclosures provided with this authorization.

NOTE: LFCU requires three (3) business days to complete the setup process. **NEW** **CHANGE** **REVOKE**
Fax Number: 757-825-7522 **SUSPEND**

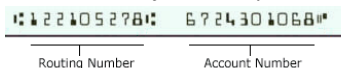
Transfer "From" other Financial Institution	If form is incomplete, transfer will not occur.
Legal Name on Account	Account Type <input type="checkbox"/> Checking <input type="checkbox"/> Savings
Account Number	*Account Routing Number
Financial Institution Name	(Attach copy of voided check)
Transfer "To" Account (LFCU Loan or Credit Card)	
Legal Name on Account	
Account Number	Loan/Credit Card Number/HELOC
Amount of Transfer \$	Number of Transfers Or <input type="checkbox"/> Pay until further notice
Frequency (Select Only One)	
<input type="checkbox"/> Weekly <input type="checkbox"/> Every Two Weeks <input type="checkbox"/> Semimonthly (15 th & last) <input type="checkbox"/> Monthly <input type="checkbox"/> One-time Only	

Date of to Suspend: _____ Date to Commence: _____

1. Minimum transfer \$5.00, Maximum \$2,500. The total of all transfers to an account is limited per calendar day to \$2,500.
2. **Loan/credit card payments will be reversed if debit from other financial institution is returned unpaid for any reason.** You are responsible for making other payment arrangements if reversed. **A Non-sufficient Funds Fee of \$30.00 will be charged.** LFCU may attempt to make the transfer two (2) additional times before deeming the transfer as an unpaid item. If ACH Origination transfers are used to pay loans with fluctuating payments such as credit cards or lines of credit, you are responsible for ensuring that the transfer satisfies payment amount due. After the loan/credit card is paid off, you must advise the credit union to terminate this authorization.
3. Scheduled transfer requests will be processed on the day requested, unless the day requested falls on a weekend or Federal Holiday. In this event, the transfer will be made on the next business day following the weekend or Holiday.
4. To cancel this authorization, you must provide LFCU a **written notification no less than three (3) business days** prior to the next scheduled transfer. If the credit union receives a termination notification fewer than three (3) business days before the date of the next scheduled transfer, the credit union may not be able to stop payment of that transfer.
5. Langley Federal reserves the right to terminate this authorization agreement for any reason.

Signature _____ **Phone** _____ **Date** _____

*The routing number can be found at the bottom of a check from the debited financial Institution. It is always nine digits long and is always bracketed by the computer symbol that looks like a vertical line followed by two dots.



For Office Use Only: Branch _____ Op# _____ Date _____ FSP FM _____ OP# _____ Date _____

Electronic Funds Transfer Agreement and Disclosure

ATM
MasterMoney
CHIPS
Langley Link
Bill Pay
Electronic Services



P.O. Box 7463
Hampton, VA 23666
(757) 827-7200
(800) 826-7490
www.langleyfcu.org

LANGLEY FEDERAL CREDIT UNION

ELECTRONIC FUNDS TRANSFER AGREEMENT AND DISCLOSURE

This Electronic Funds Transfer Agreement is the contract which covers your and our rights and responsibilities concerning the electronic funds transfer (EFT) services offered to you by Langley Federal Credit Union ("credit union"). In this agreement, the words "you" and "yours" mean those who sign the application or account card as applicants, joint owners, or any authorized users. The words "we," "us," and "our" mean the credit union. The word "account" means any one or more share and checking accounts you have with the credit union. Electronic funds transfers are electronically initiated transfers of money from your account through the EFT services described below. By signing an application or account card for EFT services, signing your card, or using any service, each of you, jointly and severally, agree to the terms and conditions in this agreement and any amendments for the EFT services offered.

1. EFT SERVICES — If approved, you may conduct any one or more of the EFT services offered by the credit union.

a. ATM Card. If approved, you may use your card and personal identification number (PIN) in automated teller machines (ATMs) of the credit union, STAR, CU24, CUHere, AFFN, Cirrus, MasterCard, Exchange networks, and such other machines or facilities as the credit union may designate. At the present time, you may use your card to:

- Make deposits to your share, checking, and loan accounts.
- Withdraw funds from your share, checking, and loan accounts.
- Transfer funds between your share, checking, and loan accounts.
- Obtain balance information for your share, checking, and loan accounts.
- Make payments to your loans.
- Access your line of credit accounts.
- Make point-of-sale (POS) transactions with your card and personal identification number (PIN) to withdraw cash, purchase goods or services and at certain machines transfer funds between your accounts at POS terminals that carry STAR, CU24, CUHere, AFFN, Cirrus, MasterCard, Exchange network logo(s).

The following limitations on the frequency and amount of ATM transactions may apply:

- You may make 99 cash withdrawals in any one day.
- You may withdraw up to a maximum of \$300.00 in any one day, if there are sufficient funds in your account.
- You may make 99 POS transactions in any one day.
- You may purchase up to a maximum of \$300.00

from POS terminals per day, if there are sufficient funds in your account.

- For security purposes, there are other limits on the frequency and amount of transfers available at ATMs.
- You may transfer up to the available balance in your accounts at the time of the transfer.
- Maximum ATM and POS transactions of \$300.00 per day.
- Your daily withdrawal limit is established by LFCU, and may be increased or decreased at any time.
- See Section 2 for transfer limitations that may apply to these transactions.

Because of the servicing schedule and processing time required in ATM operations, there may be a delay between the time a deposit (either cash or check) is made and when it will be available for withdrawal.

b. MasterMoney Debit Card. If approved, you may use your card to purchase goods and services from participating merchants. However, you may not use your card to initiate any type of electronic gambling transactions through the Internet. If you wish to pay for goods or services over the Internet, you may be required to provide card number security information before you will be permitted to complete the transaction. You agree that you will not use your card for any transaction that is illegal under applicable federal, state, or local law. Funds to cover your card purchases will be deducted from your checking account. If the balance in your account is not sufficient to pay the transaction amount, the credit union will pay the amount and treat the transaction as a request to transfer funds from other deposit accounts, approved overdraft protection accounts or loan accounts that you have established with the credit union. If you initiate a transaction that overdraws your account, you agree to make immediate payment of any overdrafts to the credit union. In the event of repeated overdrafts, the credit union may terminate all services under this agreement. You may use your card and personal identification number (PIN) in ATMs of the credit union, CU24, CUHere, AFFN, Cirrus, STAR, MasterCard, Exchange networks, and such other machines or facilities as the credit union may designate. At the present time, you may also use your card to:

- Make deposits to your share, checking, and loan accounts.
- Withdraw funds from your share, checking, and loan accounts.
- Transfer funds between your share, checking, and loan accounts.
- Obtain balance information for your share, checking, and loan accounts.
- Make payments to your loans.
- Access your line of credit account.
- Make point-of-sale (POS) transactions with your card and personal identification number (PIN) to purchase goods or services at merchants that accept MasterCard.
- Make a cash advance at any financial institution

that offers MasterCard (not to exceed the balance of the account or the credit line from which the withdrawals are made). In such event, the credit union may charge finance charges at an Annual Percentage Rate in accordance with the terms and conditions of the LFCU line of credit established.

- Order goods or services by mail or telephone from places that accept MasterCard.

The following limitations on the frequency and amount of MasterMoney Debit Card transactions may apply:

- You may make 25 MasterMoney purchases per day.
- Purchase amounts are limited to the amount in your account.
- You may make 99 cash withdrawals in any one day from an ATM machine.
- You may withdraw up to a maximum of \$300.00 in any one day from an ATM machine, if there are sufficient funds in your account.
- You may make 99 POS transactions in any one day.
- You may purchase up to a maximum of \$15,000.00 from POS terminals per day, if there are sufficient funds in your account.
- For security purposes, there are other limits on the frequency and amount of transfers available at ATMs.
- You may transfer up to the available balance in your accounts at the time of the transfer.
- See Section 2 for transfer limitations that may apply to these transactions.
- Stand-In limit is \$300.00 per day.

c. CHIPS. If we approve CHIPS for your accounts, a separate personal identification number (PIN) will be assigned to you. You must use your personal identification number (PIN) along with your account number to access your accounts. At the present time, you may use CHIPS to:

- Transfer funds between your share, checking, and loan accounts.
- Obtain balance information for your share, checking, loan, IRA, Club and certificate accounts.
- Make loan payments from your share, checking, loan, and super shares accounts.
- Access your line of credit and HELOC account.
- Determine if a particular item has cleared.
- Verify the last date and amount of your payroll deposit.
- Make payments to credit cards

Your accounts can be accessed under CHIPS via a touch-tone telephone only. CHIPS service will be available for your convenience twenty-four (24) hours per day. This service may be interrupted for a short time each day for data processing.

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one day.
- The maximum withdrawal or transfer amount is \$10,000.00 per transaction, and no transfer or

withdrawal may exceed the available funds in your account.

- See Section 2 for transfer limitations that may apply to these transactions.

The credit union reserves the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. All checks are payable to you as a primary member and will be mailed to your address of record. The credit union may set other limits on the amount of any transaction, and you will be notified of those limits. The credit union may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction, and there may be limits on the duration of each telephone call.

d. Preauthorized EFTs.

- **Direct Deposit.** Upon instruction of (i) your employer or (ii) the Treasury Department or (iii) other financial institutions, the credit union will accept direct deposits of your paycheck or federal recurring payments, such as Social Security, to your share and/or checking account.
- **Preauthorized Debits.** Upon instruction, we will pay certain recurring transactions from your checking account.
- See Section 2 for transfer limitations that may apply to these transactions.
- **Stop Payment Rights.** If you have arranged in advance to make regular electronic funds transfers out of your account(s) for money you owe others, you may stop payment of preauthorized transfers from your account. You must notify us orally or in writing at any time up to three (3) business days before the scheduled date of the transfer. We may require written confirmation of the stop payment order to be made within fourteen (14) days of any oral notification. If we do not receive the written confirmation, the oral stop payment order shall cease to be binding fourteen (14) days after it has been made.
- **Notice of Varying Amounts.** If these regular payments may vary in amount, the person you are going to pay is required to tell you, ten (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.
- **Liability for Failure to Stop Payment of Preauthorized Transfers.** If you order us to stop payment of a preauthorized transfer three (3) business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

e. Electronic Check Conversion/Electronic Returned Check Fees. If you pay for purchases or

bills with a check or share draft, you may authorize your check or share draft to be converted to an electronic funds transfer. You may also authorize merchants or other payees to electronically debit your account for returned check fees. You are considered to have authorized these electronic funds transfers if you complete the transaction after being told (orally or by a notice posted or sent to you) that the transfer may be processed electronically or if you sign a written authorization.

f. Langley Link. If we approve Langley Link for your accounts, a separate personal identification number (PIN) will be assigned to you. You must use your personal identification number (PIN) along with your account number to access your accounts. At the present time, you may use Langley Link to:

- Transfer funds from your share, checking, and loan accounts.
- Obtain balance information for your share, checking, loan, IRA, Club and certificate accounts.
- Make loan payments from your share, checking and super shares accounts.
- Access your line of credit account.
- Make bill payments to preauthorized creditors.
- Set up e-mail alerts.
- Receive e-statements.

Your accounts can be accessed under Langley Link via personal computer. Langley Link will be available for your convenience twenty-four (24) hours per day. This service may be interrupted for a short time each day for data processing. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. All checks are payable to you as a primary member and will be mailed to your address of record. We may set other limits on the amount of any transaction, and you will be notified of those limits. We may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction, and there may be limits on the duration of each access.

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one day.
- The maximum withdrawal or transfer amount is \$10,000.00 per transaction, and no transfer or withdrawal may exceed the available funds in your account.
- See Section 2 for transfer limitations that may apply to these transactions.

g. Bill Pay. We will process bill payment transfer requests only to those creditors the credit union has designated in the User Instructions and such creditors as you authorize and for whom the credit union has the proper vendor code number. We will not process any bill payment transfer if the required transaction information is incomplete. We will withdraw the designated funds from your checking account for bill payment transfer by

the designated cut-off time on the date you schedule for payment. We will process your bill payment transfer within a designated number of days before the date you are scheduled for payment. You must allow sufficient time for vendors to process your payment after they receive a transfer from us. Please leave as much time as though you were sending your payment by mail. We cannot guarantee the time that any payment will be credited to your account by the vendor.

- There is no limit on the number of bill payments per day.

2. TRANSFER LIMITATIONS — For all share and Super Share accounts, no more than six (6) preauthorized, automatic, telephone, or Internet transfers and withdrawals may be made from each account to another account of yours or to a third party in any month, and no more than three (3) of these six (6) may be made by check, draft, or access card to a third party. If you exceed these limitations, your account may be subject to a fee or be closed.

3. CONDITIONS OF EFT SERVICES —

a. Ownership of Cards. Any card or other device which we supply to you is our property and must be returned to us, or to any person whom we authorize to act as our agent, or to any person who is authorized to honor the card, immediately according to instructions. The card may be repossessed at any time at our sole discretion without demand or notice. You cannot transfer your card or account to another person.

b. Honoring the Card. Neither we nor merchants authorized to honor the card will be responsible for the failure or refusal to honor the card or any other device we supply to you. If a merchant agrees to give you a refund or adjustment, you agree to accept a credit to your account in lieu of a cash refund.

c. Foreign Transactions.

MasterCard. Purchases and cash withdrawals made in foreign currencies will be debited from your account in U.S. dollars. The exchange rate used to convert foreign currency transactions to U.S. dollars is either a government-mandated exchange rate or a wholesale exchange rate and is selected by MasterCard. The rate MasterCard uses for a particular transaction is the rate MasterCard selects for the applicable currency on the day the transaction is processed. This rate may differ from the rate applicable on the date the transaction occurred or was posted to your account.

A fee of up to 1% will be charged on all transactions completed outside of the United States, where the cardholder's country code differs from the merchant's country code. A fee of up to 1% will be charged on all transactions completed in a foreign currency. All fees are calculated based on the transaction amount after it is converted to U.S. dollars. These fees are charged except where excluded.

d. Security of Access Code. You may use one or more access codes with your electronic funds transfers. The access codes issued to you are for your security purposes. Any codes issued to you are confidential and should not be disclosed to third parties or recorded on or

with the card. You are responsible for safekeeping your access codes. You agree not to disclose or otherwise make your access codes available to anyone not authorized to sign on your accounts. If you authorize anyone to use your access codes, that authority shall continue until you specifically revoke such authority by notifying the credit union. You understand that any joint owner you authorize to use an access code may withdraw or transfer funds from any of your accounts. If you fail to maintain the security of these access codes and the credit union suffers a loss, we may terminate your EFT services immediately.

You also agree that LFCU may revoke electronic account access if unauthorized account access and/or transactions occur as the apparent result of your negligence in safeguarding the PIN. Further, you agree that, if LFCU is notified that you have included the credit union in the filing of a petition of bankruptcy, LFCU may revoke or refuse to grant you electronic access to your account.

e. Joint Accounts. If any of your accounts accessed under this agreement are joint accounts, all joint owners, including any authorized users, shall be bound by this agreement and, alone and together, shall be responsible for all EFT transactions to or from any share, checking or loan accounts as provided in this agreement. Each joint account owner, without the consent of any other account owner, may, and is hereby authorized by every other joint account owner, to make any transaction permitted under this agreement. Each joint account owner is authorized to act for the other account owners, and the credit union may accept orders and instructions regarding any EFT transaction on any account from any joint account owner.

4. FEES AND CHARGES — There are certain fees and charges for EFT services. There is no charge to make a transaction at any ATM owned by the credit union. From time to time, the charges may be changed. We will notify you of any changes as required by applicable law.

If you use an ATM not operated by us, for a cash withdrawal or inquiry, you may be charged a fee by the ATM operator and by any national, regional, or local network used in processing the transaction. If you use your ATM card and PIN and or your MasterMoney Card and PIN for a Point of Sale (POS) transaction we will charge your affected account a fee of one (\$1.00) dollar for each transaction made at a participating merchant. There is no fee assessed when the MasterMoney Card, without your PIN, is used for a Point of Sale (POS) transaction or for electronic fund transfers initiated via L@ngley Link or CHiPs. The ATM surcharge will be debited from your account if you elect to complete the transaction or continue with the balance inquiry. If your account that is affected by a withdrawal does not contain sufficient funds to cover the transaction, we may, at our option:

- Not allow the transaction; or
- Transfer funds from any other account you have in order to cover the transaction; or

- Make a loan advance from an approved line of credit to cover the transaction.

In any event, if the transaction is not covered by available funds in your account(s), you agree to pay the amount of any overdraft immediately and upon request.

5. MEMBER LIABILITY — You are responsible for all transactions you authorize using your EFT services under this agreement. If you permit someone else to use an EFT service, your card or your access code, you are responsible for any transactions they authorize or conduct on any of your accounts. However, TELL US AT ONCE if you believe your card and/or access code has been lost or stolen, if you believe someone has used your card or access code or otherwise accessed your accounts without your permission, 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 your maximum overdraft line of credit). You are not liable for an unauthorized MasterCard debit card transaction that was not conducted at an ATM if you can demonstrate that you exercised reasonable care in protecting your card from loss or theft, you have not reported two (2) or more incidents of unauthorized use in the past twelve (12) months, and your account is in good standing. Otherwise your liability for an unauthorized MasterCard debit card transaction that was not conducted at an ATM will be no more than \$50.

For all other EFT transactions involving access devices, including transactions conducted at ATMs, your liability for unauthorized transactions is determined as follows. If you tell us within two (2) business days, you can lose no more than \$50 if someone used your card or code without your permission. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your card or code, and we can prove that we could have stopped someone from using your card or code without your permission if you had told us, you could lose as much as \$500. Also, if your statement shows transfers that you did not make including those made by card, code or other means, TELL US AT ONCE. If you do not tell us within sixty (60) days after the statement was mailed to you, you may not get back any money lost after the sixty (60) days if we can prove that we could have stopped someone from making the transfers if you had told us in time. If a good reason (such as a hospital stay) kept you from telling us, we will extend the time periods. If you believe your card has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call:

(757) 827-7200

(800) 826-7490

(800) 449-7728 (lost/stolen)

or write to:

Langley Federal Credit Union

P.O. Box 7463

Hampton, VA 23666-0463

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.

6. RIGHT TO RECEIVE DOCUMENTATION —

a. Periodic Statements. Transfers and withdrawals made through any ATM or POS terminal, debit card transactions, audio response transactions, preauthorized EFTs, online/PC transactions or bill payments you make will be recorded on your periodic statement. You will receive a statement monthly unless there is no transaction in a particular month. In any case, you will receive a statement at least quarterly.

b. Terminal Receipt. You can get a receipt at the time you make any transaction (except inquiries) involving your account using an ATM and/or point-of-sale (POS) terminal.

c. Direct Deposit. If you have arranged to have a direct deposit made to your account at least once every sixty (60) days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by calling (757) 827-5328 or (800) 588-3279. This does not apply to transactions occurring outside the United States.

7. ACCOUNT INFORMATION DISCLOSURE —

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

- As necessary to complete transfers;
- To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant;
- If your account is eligible for emergency cash and/or emergency card replacement services, and you request such services, you agree that we may provide personal information about you and your account that is necessary to provide you with the requested service(s);
- To comply with government agency or court orders; or
- If you give us your written permission.

8. BUSINESS DAYS — Our business days are Monday through Friday, 8:30 a.m. to 5:00 p.m. (Eastern Standard Time) excluding holidays.

9. CREDIT UNION 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 may be liable for your losses or damages.

However, we will not be liable for direct or consequential damages in the following events:

- If, through no fault of ours, there is not enough money in your accounts to complete the transaction, if any funds in your accounts necessary to complete the transaction are held as uncollected funds pursuant to our Funds Availability Policy, or if the transaction involves a loan request exceeding your credit limit.
- If you used your card or access code in an incorrect manner.
- If the ATM where you are making the transfer does not have enough cash.

- If the ATM was not working properly and you knew about the problem when you started the transaction.
- If circumstances beyond our control (such as fire, flood, or power failure) prevent the transaction.
- If the money in your account is subject to legal process or other claim.
- If funds in your account are pledged as collateral or frozen because of a delinquent loan.
- If the error was caused by a system of any participating ATM network.
- If the electronic transfer is not completed as a result of your willful or negligent use of your card, access code, or any EFT facility for making such transfers.
- If the telephone or computer equipment you use to conduct audio response or online/PC transactions is not working properly and you know or should have known about the breakdown when you started the transaction.
- If you have bill payment services, we can only confirm the amount, the participating merchant, and date of the bill payment transfer made by the credit union. For any other error or question you have involving the billing statement of the participating merchant, you must contact the merchant directly. We are not responsible for investigating such errors.
- Any other exceptions as established by the credit union.

10. NOTICES — All notices from us will be effective when we have mailed them or delivered them to your last known address in the credit union's records. Notices from you will be effective when received by the credit union at the address specified in this agreement. We reserve the right to change the terms and conditions upon which this service is offered. We will mail notice to you at least twenty-one (21) days before the effective date of any change. Use of this service is subject to existing regulations governing the credit union account and any future changes to those regulations. If you continue to use an EFT service after a notice of change in the terms and conditions, you will be bound by the changes.

11. ERROR RESOLUTION — In case of errors or questions about electronic funds transfers from your share and checking accounts or if you need more information about a transfer on the statement or receipt, telephone us at the following number or send us a written notice to the following address as soon as you can. We must hear from you no later than sixty (60) days after we sent the first statement on which the problem appears. Call us at:

(757) 827-7200

(800) 826-7490

or write to:

Langley Federal Credit Union

P.O. Box 7463

Hampton, VA 23666-0463

- Tell us your name and account number.
- Describe the electronic transfer you are unsure

about and explain, as clearly as you can, why you believe the credit union has made an error or why you need more information.

- 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 ten (10) business days.

We will tell you the results of our investigation within ten (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 forty-five (45)** days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (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 ten (10) business days, we may not credit your account.

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

* If you give notice of an error within thirty (30) days after you make the first deposit to your account, we will have twenty (20) business days instead of ten (10) business days to investigate the error.

** If you give notice of an error within thirty (30) days after you make the first deposit to your account, notice of an error involving a POS transaction, or notice of an error involving a transaction initiated outside the U.S., its possessions and territories, we will have ninety (90) days instead of forty-five (45) days to investigate the error.

12. TERMINATION OF EFT SERVICES — You may terminate this agreement or any EFT service under this agreement at any time by notifying us in writing and stopping your use of your card and any access code. You must return all cards to the credit union. You also agree to notify any participating merchants that authority to make bill payment transfers has been revoked. We may also terminate this agreement at any time by notifying you orally or in writing. If we terminate this agreement, we may notify any participating merchants making preauthorized debits or credits to any of your accounts that this agreement has been terminated, and that we will not accept any further preauthorized transaction instructions. We may also program our computer not to accept your card or access code for any EFT service. Whether you or the credit union terminates this agreement, the termination shall not affect your obligations under this agreement for any electronic transactions made prior to termination. Any EFT service may be revoked in the event any of the following incidents occur:

- Two or more overdrafts occur as a result of insufficient or uncollected funds on your account; or
- Any transfer that occurs on your account(s) which results in a monetary loss to us; or

- Loan delinquency with us; or
- Forced closure of a checking account due to misuse; or
- Special balance requirements of Line of Credit requirements are not maintained by the member.
- Notification that you have included the credit union in the filing of a petition of bankruptcy.

13. GOVERNING LAW — This agreement is governed by the bylaws of the credit union, federal laws and regulations, the laws and regulations of the state of Virginia, and local clearinghouse rules, as amended from time to time. Any disputes regarding this agreement shall be subject to the jurisdiction of the court in Hampton, Virginia or the jurisdiction selected by Langley Federal Credit Union.

14. ENFORCEMENT — You are liable to us for any losses, costs or expenses we incur resulting from your failure to follow this agreement. You authorize us to deduct any such losses, costs or expenses from your account without prior notice to you. If we bring a legal action to collect any amount due under or to enforce this agreement, we shall be entitled, subject to applicable law, to payment of reasonable attorney's fees and costs, not in excess of twenty percent (20%) of the amount of our claim, as well as any late charges which might be imposed including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions. Additionally, you authorize the credit union to obtain a credit report should one be needed for collection purposes.

15. CARD REPLACEMENT — There is no charge for any card reissued due to normal use of the card. Cards reissued due to abuse/misuse will be provided for a fee in accordance with our Fee Schedule. Cards, which have been lost or stolen, may be replaced for a fee provided the member notifies the credit union immediately upon discovery of the loss of the card and provided that any unauthorized use of the card has not resulted in a loss to the credit union. In the event a card is lost or stolen more than one time; a new card will generally not be reissued.

16. MULTIPLE CARDS. ATM Cards and Debit Cards may be issued to a member or joint owner of legal age who qualifies. Multiple cards may be issued to joint owners on the account(s) to be accessed. Only one card may be issued per member or joint owner.

QUICK REFERENCE

AUTOMATED TELLER MACHINE

Insert the card as instructed by the diagram. Follow the instructions on the screen. **If ATM Card and PIN are used for a Point of Sale transaction you will pay \$1 for each transaction made at a participating merchant.**

CHIPS

Dial: 757-827-9434 or outside of Virginia 1-800-233-2819. The operator will respond, "To enter member

number and use additional functions press 1. Please enter your member number and the first 2 letters of your last name followed by the # (pound) sign. Then enter your PIN and the # sign." Listen and the operator will provide a list of numbered selections for you to choose from. Press * (Star) to end the call. If you have a CHIPS PIN, you may complete an online enrollment form or apply in person at any LFCU branch.

MASTERMONEY DEBIT CARD

Use this card to make purchases at any merchant that accepts MasterCard. To deduct the funds directly from your checking account **WITHOUT** paying a \$1 fee for the transaction, press the **CREDIT** option. **To pay a \$1 fee for the transaction, press the DEBIT option.**

L@NGLEY LINK (LL) - www.langleyfcu.org

You must have access to the internet and a LL password (PIN) to access your account(s). At LFCU's homepage, select "Account Access", then select "L@ngley Link". **If this is the first time that you have logged on to L@ngley Link, you will be requested to change your password (PIN).**

If you don't have a LL password, you may complete an online enrollment request form. The response to this online enrollment request will take several days. You may also apply for a LL password (PIN) in person at any LFCU branch.



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