

Electronic Fund Transfer Disclosures



REGULATION E

This is a disclosure required by the Electronic Fund Disclosure Act and Regulation E, which are federal laws defining your rights and responsibilities as a consumer who uses electronic fund transfer services. Please keep this document handy for any future reference.



1001 Pine Street St. Louis, MO 63101

(314) 621-4575 or 1 (800) 621-4828

E-mail: memberserv@gmco.org

■ Member Liability ■

Tell us AT ONCE if you believe your card has been lost or stolen. 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 a transaction is made with your card or card number without your permission, and is either a Visa or Interlink transaction, you will have no liability for the transaction, unless you were grossly negligent or fraudulent in the handling of your account or card. Your liability for unauthorized use of your card or account will be determined under the following paragraphs for transactions that are not Visa or Interlink transactions, for transactions at ATM's, or if you were grossly negligent or fraudulent in the handling of your account or card.

If you tell us within two business days, you can lose no more than \$50 if someone used your card without your permission. If you do NOT tell us within two business days after you learn of the loss or theft of your card, and we can prove we could have stopped someone from using your card without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transfers that you did not make, tell us at once. If you do not tell us within 60 days after the statement was 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.

If you believe your card or PIN # has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, contact us using the information on the front of this disclosure.

Business Days:
For the purposes of this disclosure, our business days are Monday through Friday. Holidays are not included.

■ Gateway Metro Federal Credit Union's Automated Services and Limitations ■

Gateway Metro Federal Credit Union provides members account access per electronic means by use of their telephone, ATMs, ATM and Debit cards, and online banking. You may use the following products or services:

Freedom 24 Telephone Service

Freedom 24 may be accessed by calling (314) 878-0000 or (800) 822-4828, wait for the prompts and press 48 “#”.

Freedom 24 allows members to do the following:

- Balance inquiries for savings, checking, and loans
- Transfer funds from savings to checking and vice versa
- Transfer funds from a line of credit to savings or checking

- Make loan payments from savings or checking
- Obtain last deposit made, last ten transactions that occurred in an account, and request that a check be drawn off either savings or checking.

Gateway Metro ATMs and Cards

Gateway Metro Federal Credit Union owns several ATMs throughout the St. Louis region and has membership in several ATM networks, such as CO-OP, Member Access, Star, Cirrus and Pulse.



Transactions allowed at our ATMs can be any of the following:

- Withdrawals
- Deposits (GMCU owned ATMs and other Credit Union owned ATMs only)
- Transfers within the same account (savings to checking and vice versa)
- Balance Inquiry
- Advance a line of credit

Gateway Metro Federal Credit Union's ATM cards may be used at retail locations that display the above network logos. Deposits at ATMs may be subject to holds and verifications in order to comply with federal and network regulations. For security, all ATM cards have a four-digit pin number known only by you and there are limits on the number and dollar amounts of transactions you can make using ATMs. You will receive a monthly statement unless there are no transactions in a particular month. In any case you will receive a statement at least quarterly. If you use an ATM not operated by us, you may be charged a fee by the ATM operator and by any national, regional, or local network used in processing the transaction. The ATM surcharge will be debited from your account if you elect to complete the transaction. Some Credit Union ATMs may not allow all the transactions noted.

The following limitations may apply to Gateway Metro Federal Credit Union's automated services:

- You may make unlimited transfers between your account at our terminals.
- You may only withdraw up to \$510.00 from your account each 24 hour period, each time you use the ATM or Debit card at an ATM terminal.
- You may make unlimited point-of-sale transactions.
- You may only purchase up to \$3,500.00 worth of goods or services each 24 hour period, each time you use the Debit card in a point-of-sale transaction.
- You may make an unlimited number of bill payments using Gateway Metro Federal Credit Union's bill payment service, but the maximum dollar amount may not exceed \$10,000.00 each 24 hour period.

Gateway Metro Debit Cards

Debit cards may be used at any participating retailer to purchase goods and services. Debit card transactions do not require you to enter a PIN number and will automatically debit (withdraw) funds from your checking account when you sign for the transaction. Gateway Metro Federal Credit Union debit cards may also be used at ATMs and at retailers who give cash back and perform the same functions as a regular ATM card as noted prior. When using a debit card at an ATM or retailer, a four-digit PIN number that you have selected is required.

Gateway Metro Debit Card Assurance

Gateway Metro's Debit Card Assurance is a program designed to protect you from the expense of replacing your VISA Debit Card. Your account will be debited monthly to cover the cost of replacing your debit card if it is lost, stolen, damaged, or compromised. You do have the option to opt-out of Debit Card Assurance. If you choose to opt-out, you will be responsible for the cost of replacing your debit card. See the cost account guide for current fees. Gateway Metro reserves the right to cancel Debit Card Assurance at any time for abuse.

Gateway Metro Online Banking

Gateway Metro Federal Credit Union's Virtual Branch is an internet-based product that allows you to access your accounts. Virtual Branch is linked into a secured area from the Credit Union's Web page (www.gmco.org). If we approve the Virtual Branch service for your accounts, a user ID will be assigned to you. You must use your user ID along with your personal password to access your accounts. At the present time, you may use Virtual Branch to:

- Transfer funds from your savings and checking accounts.
- Obtain balance information for your savings and checking accounts.
- Transfer loan payments from your savings and checking accounts to your Credit Union loan.
- Access your line of credit accounts.
- Make bill payments to preauthorized creditors.
- Withdraw funds/loan advances.
- Receive electronic statements.
- Update contact information.
- Obtain copies of cleared checks.

Virtual Branch will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing.

By signing onto Virtual Branch, you elect to receive your periodic statements in electronic form rather than receiving a paper statement. Electronic statements, called CyberStatements, will be available on the first or second day of each month. By electing to receive CyberStatements, you have also consented and elected to receive any notices, marketing material, important information and disclosures electronically at our website. We may also send you notices to the latest email address you have provided us. You can print a copy of your CyberStatement by clicking on the print button when viewing your CyberStatement.

If you choose to receive a paper statement or paper notices and disclosures and/or withdraw your consent, you must call, write, or email us at the telephone number or address as stated under section (on the front) of the Electronic Funds Transfer Agreement and Disclosure. A fee to cancel this service or to request paper copies of these CyberStatements may be imposed as set forth in the Cost Account Information brochure.

Equipment and Software Requirements: To access Virtual Branch, you need a computer with internet access and a version of Internet Explorer or Netscape Navigator that supports 128-bit encryption. If the hardware and/or software requirements change and you are unable to access or retain your CyberStatements or other notices and disclosures, please immediately call, write, or email us at the telephone or address stated under section (on the front) of the Electronic Funds Transfer Agreement and Disclosure to withdraw your consent to receive records electronically. No fee will be charged under these circumstances.

There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in one day.

Overdrafts

If you have a line of credit loan and a transaction exceeds the amount on deposit in your checking account the Credit Union will advance funds from the line of credit to cover the item. The first transfer of funds within one calendar month is free (minimum transfer amount \$100). For each additional transfer within one calendar month your account will be charged a transfer fee as set forth in the Cost Account Information brochure. If a transaction exceeds the balance of your Checking Account, and funds are not available to advance from your line of credit loan the Credit Union will access your Courtesy Pay Privilege (if applicable), or transfer the funds from your savings (if applicable) to cover the item. If a transfer of funds from your Courtesy Pay Privilege or savings occurs, you will be charged either a Courtesy Pay Privilege fee or a Transfer fee as set forth in the Cost Account Information brochure. If funds are not available to cover the item, your account will be charged a Non-Sufficient Funds Fee as set forth in the Cost Account Information brochure. If use of your Card causes all available overdraft sources designated by you (revolving credit line and designated share accounts) to be exhausted and transactions made by you are presented for payment, the Credit Union may add such transaction amounts to the balance owing on your revolving credit line. You promise to pay the Credit Union immediately upon demand for any amounts in excess of the credit limit on your revolving credit line. The Credit Union may charge card transactions to your account in any order it determines. If the account balance is insufficient to cover the transaction the Credit Union may choose to honor the card transaction and dishonor checks presented for payment. You agree to reimburse the Credit Union immediately for any card transaction honored which cannot be paid out of the checking account, through a line of credit advance, or through a transfer from savings.

Charges and Fees

Please refer to Gateway Metro Federal Credit Union's Cost Account Information disclosure for charges or fees associated with the above products and services.

Disclosures to Third Parties

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

- (i) Where it is necessary for completing transfers, or
- (ii) In order to verify the existence and condition to your account for a third party, such as a credit bureau or merchant, or
- (iii) In order to comply with government agency or court orders, or
- (iv) If you give us your written permission.

Documentation and Receipts

You can get a receipt at the time you make any deposit, withdraw, or transfer to or from your account using any ATM or conducting any point-of-sale transaction. Unless for reasons beyond our control:

- The ATM is out of receipt paper
- The ATM is experiencing other technical difficulties

If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, we will let you know if the deposit is not made. The person or company making the deposit will notify you every time they send us the money at which time you can call us at 314-621-4575 or 1-800-621-4828 to find out whether the deposit has been made.

You will receive a monthly periodic statement unless there are no transfers in a particular month. In any case you will get a statement of your account at least quarterly.

Stop Payments and Preauthorized Payments

If you have told us in advance to make regular payments out of your account or have given some person, company or government agency authorization (i.e. ACH) to withdrawal from your account, you can stop any of these transactions.

Here's how: Call us at 314-621-4575 or 1-800-621-4828 or write to us at 1001 Pine Street, St. Louis, MO 63101, in time for us to receive your request 3 business days or more before payment or withdrawal is scheduled to be made. If you call, we shall require you to put your request in writing and be received by us within 14 days after your call. There is a stop payment fee that will be charged to you in effect at the time of each stop payment order.

If these regular payments or withdrawals vary in amount, the person or company you are going to pay will tell you ten days before each payment or withdrawal 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 withdrawal when the amount would fall outside certain limits that you set.

If you order to stop one of these payments or preauthorized withdrawals 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.

Credit Union's Liability

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 the form of collected funds in your account to make a transfer.

- If the transfer would go over the credit limit on your overdraft line.
- If the ATM terminal where you are making the transfer does not have enough cash or is not normally equipped to perform the service requested.
- If the ATM terminal was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- If the Credit Union fails to receive necessary transfer data or the data received is erroneous or incomplete.
- If the Credit Union has received a report that your ATM card has been lost or stolen or if the Credit Union has reason to suspect that there is unauthorized use of your ATM card.
- If you order us to issue a stop payment or revocation of authorization and information provided to the Credit Union is erroneous or incomplete.
- If your funds are subject to legal process or other encumbrances restricting such transfer.

There may be other exceptions stated in our agreement with you or as provided by applicable law.

Errors or Questions About Your Electronic Fund Transfers

- Telephone: 314-621-4575 or 1-800-621-4828
- Write to : Gateway Metro Federal Credit Union
1001 Pine Street, St. Louis, MO 63101
- or E-mail: memberserv@gmco.org

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.

- 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 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 (5 business days for VISA Check Card point-of-sale transactions and 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 (5 business days for VISA Check Card point-of-sale transactions and 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 90 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 by writing us.

ATM Safety

Please observe the following guidelines when using any ATM:

- Be aware of any person or persons
- Use an ATM that has a properly lit area
- Use your body to block screen prompts
- Upon completing your transaction, take your receipt and money
- Count your withdrawal in a safe area
- Never give any one your pin number
- Report any suspicious activity, and
- Report any lost or stolen card to the credit union by calling 314-621-4575 or 1-800-621-4828

Illegal Use of Card or Account

The use of your Card or Account for an illegal transaction or an illegal purpose is strictly prohibited. If you use your Card or Account for an illegal transaction or an illegal purpose, then 1) you will be in default and subject to the terms of paragraph covering default under the applicable account agreement; 2) at our discretion and at any time thereafter, we can suspend or terminate your Account and/or revoke your Card, and, 3) you waive your right to bring any legal action against us arising out of or relating to such illegal use or any activity directly or indirectly related to such use. You hereby agree to indemnify and hold us harmless from any suits or other legal action, or any other liability, directly or indirectly arising out of or resulting from such illegal use, including, where permitted by law, court costs and reasonable attorney's fees.