



University Credit Union  
15 Main Street  
Orono, ME 04473  
800.696.8628 • ucumaine.com

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## ONLINE BANKING/TELLER PHONE DISCLOSURES

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University Credit Union, referred to as “we”, located at 15 Main Street, Orono, Maine 04473 “You” refers to the member-owner(s) of a savings account who has requested Online Banking in connection with that account and any sub-account. You agree to the rules and regulations affecting the use of the personal identification number and Online Banking service provided by us for your convenience.

**PASSWORDS and PERSONAL IDENTIFICATION NUMBER (P.I.N.).** This is your “remote banking signature.” You are responsible for maintaining its confidentiality. This should be memorized and not written, in order to prevent unauthorized use, and so you may report its loss or theft accurately.

**AUTHORIZED USE.** You are authorized to withdraw funds from your account(s) with the use of your P.I.N.

**JOINT ACCOUNTS.** The Online Banking access is issued only to the first member named on a savings account and offers access to other accounts owned by that member. You should not disclose your password to any joint owner of your savings account. If you do, the joint owner will have access to all your accounts at UCU owned by you, either individually or jointly. You may transfer funds to the account(s) of a family member on which you are a joint owner; however, if you do so, you agree to provide a copy of the Agreement to each owner of the account(s).

**CONSUMER LIABILITY FOR UNAUTHORIZED ONLINE BANKING TRANSACTIONS.** Tell us at once if you believe your account credentials or P.I.N. or other information which could provide electronic access to your account has been LOST or STOLEN. Telephoning is the best way of keeping your possible losses down.

**NOTIFICATION PROCEDURE.** If you believe that your P.I.N. has been LOST or STOLEN, or that someone has transferred or may transfer money from your account without permission, call us at 800-696-8628 immediately.

**BUSINESS HOURS.** Our **lobby hours** are Monday–Wednesday 9:00 a.m.–4:00 p.m., Thursday- Friday 9:00 a.m. –5:00 p.m.; Our **drive-up hours** at 15 Main Street in Orono are Monday-Wednesday 8:00 a.m. –4:00 p.m, and Thursday - Friday 8:00 a.m. – 5:00 p.m.; ITM drive-up hours are Monday – Friday 8:00 a.m. – 5:00 p.m. All hours stated are excluding holidays and we are closed for state and federal holidays.

**TYPES OF TRANSACTIONS AVAILABLE.** You may use your password with the Online Banking service to obtain account information related to any of your deposit and loan accounts regarding current balances and account history; dividend rates; YTD and prior year dividends earned and interest paid on each account, and Certificate Maturity date(s). You may also make transfers to other savings or checking accounts of yours or such accounts you have authorized in writing prior to such transfer request; withdraw funds from savings and checking by check made payable to you and mailed to you at your mailing address; make loan payments from any savings or checking account to any loan account; apply for a loan or line of credit; and reorder checks.

**TRANSFERS.** You may make transfers to your accounts or other accounts you authorize as often as you like except for those accounts with transfer limitations as disclosed on the rate and fee schedule you received when you opened the account and any amendments to that schedule. You may transfer up to the balance in your account at the time of the transfer, except as limited under other agreements. We reserve the right to refuse any transaction that would draw upon insufficient funds or lower an account below a required balance. Online Banking transactions may be made at any time, seven (7) days a week, unless the service is unavailable due to computer backup procedures or maintenance.

**FEES AND CHARGES.** Transactions involving your account(s) via Online Banking are considered the same as any other transaction in regard to service charges, over-drafts, and other fees, terms and conditions as set forth in your account agreement(s).

**CONDITIONS UNDER WHICH WE WILL DISCLOSE INFORMATION TO A THIRD PARTY.** You agree that we may, and you hereby authorize us to, disclose information to third parties about your account(s) or the transfers you make (1) where it is necessary for completing transfers; (2) in order to verify the existence and condition of your accounts for a third party, such as a credit bureau or merchant; (3) in order to comply with government agency or court orders; (4) where permitted under applicable law; or (5) if you give us your permission.

**DOCUMENTATION AND VERIFICATION OF TRANSFER.** You will receive a monthly statement of your account activity unless no electronic transfers were made to or from your account(s) during the month, in which case you will receive a statement at least quarterly.

**ERROR RESOLUTION.** Call us at 800-696-8628 or write us at our main office location listed at the top of the first page of this agreement or listed on our website as soon as possible if you think your statement or receipt is wrong, or if you need more information about a transaction listed on the statement or receipt. We must hear from you no later than sixty (60) days after we send you the FIRST statement on which the problem or error appeared. Provide the following information:

1. Your name and account number.
2. Describe the error or the transfer you are unsure about, and a clear explanation of why you believe it is an error, or why you need more information.
3. The dollar amount of the suspected error.

If you tell us orally, we may require that you send 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. For new accounts, Point-of-Sale, or international transactions, we may take up to ninety (90) days to investigate your complaint or question. If we decide to do this, we will re-credit your account within ten (10) business days (five (5) business days for VISA® Check Card) for the amount you think is in error, so you will have the use of the money during the time it takes to complete our investigation. For new accounts, we may take up to twenty (20) days to credit your account for the amount you think is in error. If we ask you to put your complaint or question in writing and do not receive it within ten (10) business days, we may not re-credit your account. If we decide that there was no error, we will send you a written explanation within three (3) business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

**CANCELLATION.** We may cancel your Online Banking privileges at any time without notice or cause. We may cancel your Online Banking privileges without notice if your Online Banking service has been inactive for 6 months. You may cancel this Agreement at any time by providing us with written notice that you wish to cancel. Cancellation will be effective as of the date we receive the notice. Any cancellation or termination will not affect any of your existing liability to us.

**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 your account to make the transfer. If the Online Banking System was not working properly and you knew it was not working properly 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 we have reason to believe that transactions involving your account(s) may be unauthorized, fraudulent, illegal, or otherwise improper.

**MODIFICATION.** This Agreement may be amended by us without prior notice to you when such an amendment is immediately necessary to maintain or restore the security of the system or a member's account(s). We will notify you in writing thirty (30) days or as otherwise required by law prior to the effective date of any other change in any term or condition of this Agreement.