

IMPORTANT NOTICE TO MEMBERS

BOARD OF DIRECTORS

Any member wishing to be a candidate for the Board of Directors of the University Credit Union should send a letter to the chairperson of the Elections Committee, together with a brief biography of not more than 50 words, and 25 member names and signatures. All requests for candidacy must be received by November 1, 2023. Send letter to: Quinn Paradis, Elections Committee Chairperson, P.O. Box 97, Orono, ME 04473.

June 30, 2023

UCU ACCOUNT FEE SCHEDULE

Effective 08/15/2023

SAVINGS ACCOUNTS (SHARES)	FEE	HOW TO AVOID THE FEE
Early Closure Fee (less than 6 months)	\$25.00	
Dormant Account Fee*	\$5.00 per month	Maintain an active relationship. Activity is defined as deposits, withdrawals, transfers, and payments. Fee may fully deplete funds in the account and lead to account closure.
CHECKING ACCOUNT (SHARE DRAFTS)	FEE	HOW TO AVOID THE FEE
Electronic Services (eAlerts, eStatements, bill pay and digital banking)	FREE	
Online Check Withdrawal Request	\$5.00	Utilize online bill pay services for free.
Check deposits over 500 monthly	\$0.50 per item	
Check Copy	\$5.00	Print a copy of check from digital banking.
Check Imaging (online copy of check)	FREE	
Check Printing over the counter	\$2.00 per sheet	
Check Ordering (Achievement Accounts one box free per 12 months)	Prices Vary through Harland Clarke	Utilize online bill pay services for free.
Non-Sufficient Funds - Overdrawn	\$28.00 per item	
Overdraft Privilege – OD Privilege	\$28.00 per item	Use digital banking and eAlerts to monitor your account balance and make transfers before making a purchase.
Automatic Transfer to clear from shares - Transfer	\$5.00 per item	
AUTOMATED CLEARING HOUSE (ACH)	FEE	HOW TO AVOID THE FEE
Non-Sufficient Funds - Overdrawn	\$28.00 per item	Use digital banking and eAlerts to monitor your account balance and make transfers before making a purchase.
ELECTRONIC FUNDS TRANSFER	FEE	HOW TO AVOID THE FEE
ATM Transactions	- FREE unlimited at all UCU and SURF Alliance Network ATMs - All other ATMs, four (4) free withdrawals per month and \$2.00 per transaction thereafter	
Non-Sufficient Funds - Overdrawn	\$28.00	Use digital banking and eAlerts to monitor your account balance and make transfers before making a purchase.
ATM/Visa® Check Card Replacement	\$10.00 per card	
Credit Card replacement	\$10.00 per card	
OTHER CHARGES FOR ALL ACCOUNTS	FEE	HOW TO AVOID THE FEE
Account Reconciliation and Research	\$50.00 per hour	
Account History - Mini Statement (free online)	\$3.00	Use digital banking to review your account.
Copy of Statement	\$5.00 per statement	
Paper Statement (Waived for members under 18 and over 62)	\$2.00	Enroll in electronic statements through digital banking
Returned Statement and Notices due to incorrect address	\$8.00	
Returned eStatement due to incorrect email address	\$8.00	Keep us updated with your current physical and mailing address by contacting us or updating through your digital banking.
Non-member check cashing fee	\$10.00	Become a member!
Photo Copy Service	\$1.00 per page (free for Achievement Accounts)	
Fax Transmittal	\$2.00 per page	
Abandoned Property Processing Fee	\$50.00	Maintain an active relationship. Activity is defined as deposits, withdrawals, transfers, and payments. Fee may fully deplete funds in the account and lead to account closure.
Payment or Deposit with a Debit Card over the phone or in lobby	\$10.00	Use digital banking to process payments.
Canadian Check Processing	\$20.00	
Gift Cards	\$3.50	
IRA Closure Fee	\$25.00	
Legal Processing Fee and Levies	\$50.00	
Letter of Verification	\$5.00	
Money Orders	\$3.00	
Corporate Checks	\$5.00	Use bill pay services for free.
Outstanding Corporate Check Fee (6 months+)	\$30.00	
Return Check Cashed or Deposited*	\$20.00	
Loan Payment Book Fee	\$12.00	Use digital banking to process payments.
Stop Payment	\$25.00	
Account to Account Transfer (External requests through digital banking)	\$2.00	
Incoming Wire	\$10.00	
Wire Transfer Domestic	\$25.00	
Wire Transfer Foreign	\$50.00	
Notary Services (Free for members)	\$25.00 per document	Become a member!
BUSINESS ACCOUNTS	FEE	HOW TO AVOID THE FEE
Business Checks	Price Varies	
Merchant Card Processing	Costs Vary Per Business Member	
Electronic Services (bill pay, eAlerts, eStatements, digital banking)	FREE	

*Dormant account is an account with no activity for a period of one (1) year. The fee will be assessed in the following order: Club Accounts, Draft Accounts, Prime Share Accounts. Dormant accounts with a \$0 balance will be closed. UCU reserves the right to close any checking account after an excess of three (3) returned checks. Checking accounts with no activity for six (6) months will be closed and the balance will be transferred to the member's savings account. When you deposit or cash a check that is not paid by the financial institution on which it is drawn.

COMPLAINT RESOLUTION PROCEDURE

If you have a dispute with UCU regarding your account(s), you may contact UCU's complaint representative or department and attempt to resolve the problem directly with UCU. If UCU fails to resolve the problem, write a letter detailing the problem and the resolution you are seeking to: Consumer Outreach Program, Maine Bureau of Financial Institutions, State House Station 36, Augusta, ME 04333-0036

To file a complaint electronically, you may contact The Bureau of Financial Institutions at the following Internet address:

www.maine.gov/pfr/financialinstitutions/complaint.htm. The Bureau of Financial Institutions will acknowledge receipt of your complaint promptly and will investigate your claim or refer it to the appropriate federal supervisory agency. The Bureau will tell you which agency is handling your complaint. You will be informed of the results of any Bureau of Financial Institutions investigation. **If you have any questions, please contact a UCU Representative at (800) 696-8628.**