



## Visa® Credit Card Agreement and Federal Truth-in-Lending Disclosure

**Effective 10/1/17.** For questions about your balance, call the customer service number on your Visa statement.

### DEFINITIONS

The following definitions apply to this Agreement:

- **ACCOUNT:** The line of credit associated with your Platinum Visa Credit Card Account with us.
- **ACCOUNT BALANCE:** All authorized charges, plus any finance charges assessed on your Account, plus any other fees and charges which you owe to us under the terms of this Agreement.
- **ANNUAL PERCENTAGE RATE OR APR:** A rate, shown as a percentage, used to calculate interest on the balance on your Account.
- **AUTHORIZED USER:** Any person you allow to use your Account with a Card we provided with that person's name.
- **BALANCE TRANSFER:** Use of a Balance Transfer offer, including use of a check that accesses your Account for any transaction, or the transfer of a balance from another credit account to your Account.
- **BILLING PERIOD:** The period of time between each date when we create a periodic statement for your Account. A Billing Period is usually 28 – 33 days. For each Billing Period, your statement will show any Transactions, other charges, payments and other credits posted during that Billing Period.
- **CARD:** The Platinum Visa Credit Card issued to you (and any duplicates and renewals we may issue) used to access your Account to obtain credit.
- **CASH ADVANCE:** Use of your Card to get cash, including foreign currency, or for what we consider a cash-like transaction. Examples include using your Card for: ATM and teller withdrawals, wire transfers and money orders.
- **CONSUMER REPORTING AGENCY:** An organization, such as Experian, Equifax and TransUnion, that compiles credit information for the purpose of generating consumer credit reports. It is also known as a "credit bureau" and a "credit reporting agency."
- **LATE PAYMENT:** A payment is late if you do not pay at least an amount equal to the Minimum Monthly Payment by the Payment Due Date.
- **PURCHASE:** Use of your Card to buy goods and services. Balance Transfers and Cash Advances are not Purchases.
- **RETURNED PAYMENT:** A payment that is not honored by your financial institution.
- **TRANSACTION:** A Purchase, Balance Transfer or Cash Advance, as applicable.
- **YOU, YOUR and YOURS:** Each and all of those who apply for or use the Card and/or Account.
- **WE, US, OUR and CREDIT UNION:** Schools Financial Credit Union.

### YOUR ACCOUNT

**BINDING AGREEMENT:** This Agreement takes effect once you use your Card. Even if you do not use your Card, this Agreement will take effect unless you contact us to cancel your Account within 30 days after we sent you this Agreement.

**ACCOUNT USE:** Your Account use is subject to this Agreement. All Transactions are subject to our approval. You may use your Card to purchase goods and services in person, online and by mail or telephone from merchants and others who accept Visa Credit Cards. In addition, you may

obtain Cash Advances from the Credit Union, from other financial institutions or select merchants participating in the Visa program and from automated teller machines (ATMs) that provide access to the Visa system. Not all merchants or ATMs provide such access. You will need to use your personal identification number (PIN) to obtain a cash advance from an ATM. A PIN may be obtained by calling 888-886-0083. Finally, you may use your Account to transfer balances from other creditors, provided that we approve your request. Balance Transfers are subject to a \$25 minimum transfer amount requirement.

**RESPONSIBILITY:** You must pay us for all amounts due on your Account, including: (1) Transactions you make, even if you did not present your Card or sign for the Transaction; (2) Transactions an Authorized User makes; (3) Transactions that other people make if you or an Authorized User let them use your Account; and (5) any fees and interest charges on the Account. Your agreement to repay us extends to the use of the Account by you or any other person you permit to use the Account, even if that person exceeds your permission. You cannot disclaim responsibility by notifying us, although we will close the Account if you so request. Your obligation to pay the Account Balance continues even though an agreement, divorce decree or other court judgment to which we are not a party may direct someone else to pay the Account Balance. The Cards remain our property and you must recover and surrender to us all Cards upon our request and/or upon termination of this Account.

**JOINT ACCOUNTS:** If this is a joint Account, each of you will be individually and jointly responsible for paying all amounts owed under this Agreement. This means that we can require any one of you individually to repay the Account Balance. Each of you authorizes the other to make Transactions individually. Any one of you may close the Account and such closure will be effective as to all of you. You agree that all notices regarding the Account may be sent solely to the cardholder whose name and address appears on our billing records. If this is a joint account, neither party can be released from his or her obligations except upon the Credit Union's approval.

**SIGNATURE REQUIREMENT:** In order for your Card to be valid, you must activate and sign the Card as soon as you receive it. However, your liability does not depend on whether or not you sign your Card.

**CREDIT LIMIT AND CASH ADVANCE LIMIT:** We assign a Credit Limit to your Account. Part of this Credit Limit may be available for Cash Advances. Your Cash Advance Limit is 100% of your available credit. Your Credit Limit will initially be disclosed in the "Additional Disclosure – Federal Truth-in-Lending Act" and will be reflected on each periodic statement. You agree to manage your Account so that: (1) your Account Balance (including fees and charges) is not more than your Credit Limit; and (2) your Cash Advance balance (including fees and charges) is not more than your Cash Advance Limit. However, if your Account Balance exceeds your Credit Limit or Cash Advance Limit, you are still obligated to pay us. We may increase or decrease your Credit Limit at any time and we may notify you of such increase or decrease by mail or through a statement sent to the primary account holder's address of record, in accordance with applicable legal requirements. If you object to any Credit Limit increase, you must notify us immediately. You or any co-borrower on the Account

may request a change to the Credit Limit orally, in writing or electronically, but any such request must be approved by us. If your Credit Limit is increased, you are immediately responsible for the new Credit Limit and any increase in the Account Balance even when it differs from an amount previously agreed to orally or in writing.

**CONSUMER PURPOSES:** You may use your Account only for personal, family or household uses; you may not use the Account for business purposes. If you do use your Account for business purposes, this Agreement still applies and you must pay us for those Transactions. We may close your Account if we learn that you are using it for business purposes.

**UNLAWFUL TRANSACTIONS:** Your Card or Account may not be used directly or indirectly in a manner that would constitute a crime under local, state or federal law, or in any illegal activity, including without limitation (1) any "racketeering activity" as defined in 18 U.S.C. § 1961, or (2) any gambling, gaming, betting or similar activity or transaction. Further, you may not use your Card or Account for the purchase of any goods or services on the Internet that involve gambling, gaming, betting or any similar transaction or activity. Such transactions include, but are not limited to, any quasi-cash or online gambling transaction, any electronic commerce transaction conducted over an open network, and any betting transaction including the purchase of lottery tickets or casino gaming chips/checks or off-track betting or wagering. Display of a payment card logo by an online merchant does not mean that internet gambling or other transactions are legal in the jurisdiction in which you are located. However, in the event that a charge or transaction described in this paragraph is approved and processed, you will still be responsible for such charges. If you use your Card or Account directly or indirectly in an unlawful manner you understand that your Account may be declared in default and that we may exercise any rights available to us, including, but not limited to, accelerating your Account Balance and demanding immediate payment thereof.

**MOBILE PHONES OR OTHER DEVICES:** Smart phones, tablets and other electronic devices can store your Card (such as through a mobile wallet). This means they can be used to make Purchases or other Transactions. Any such Transactions are covered by this Agreement. Apps that use your Card to make Transactions may have separate terms of use. We are not responsible if you violate those terms, or for any consequences resulting from any violation.

**DEBT PROTECTION COVERAGE (SCHOOLS SAFETY NET<sup>SM</sup>):** I understand that Debt Protection Coverage is not required by you to open my account. It will only be available if I sign a separate Debt Protection Election Form. I understand and agree that if I requested this coverage, you will add Debt Protection fees to the Account Balance on the Billing Period Closing Date of each month. I also understand and agree that if I have requested this coverage, I will be obligated to pay the fee(s) indicated on the Election Form which have been included as part of my payment. If I decide to cancel such coverage, I must do so in writing and I agree to pay all fees up to the date you act on my request to cancel.

#### **MILITARY LENDING ACT DISCLOSURES**

Federal law provides important protections to members of the Armed Forces and their dependents relating to extensions of consumer credit. In general, the cost of consumer credit to a member of the Armed Forces and his or her dependents may not exceed an annual percentage rate of 36 percent. This rate must include, as applicable to the credit transaction or account: The costs associated with credit insurance premiums; fees for ancillary products sold in connection with the credit transaction; any application fee charged (other than certain application fees for specified credit transactions or accounts); and any participation fee charged (other than certain participation fees for a credit card account). For MAPR and repayment disclosures, please call our toll free number 1-800-962-0990; option 8.

#### **AGREEMENT AND BENEFIT CHANGES**

**CHANGES TO THIS AGREEMENT:** Account and Agreement

terms are not guaranteed for any period of time. We may change this Agreement for any reason and at any time, subject to applicable law. This means that we can change rates and fees that apply to your Account. It also means we can add, remove, replace or modify provisions of this Agreement. If required by applicable law, we will give you notice of the changes. If you have the right to reject a change, we will notify you and tell you how to reject. If we notify you of a change, we may do so on your periodic statement or send you a separate notice, either of which may be sent to you in an electronic format if you have agreed to receive notices from us electronically. Except as prohibited by law, any change in terms will apply to your existing Account Balance as well as to future Transactions. We may change the terms of this Agreement based on information in your credit report, market conditions, business strategy or for any other reason.

**CHANGING BENEFITS:** We reserve the right to change or discontinue any benefit, rewards program, service or feature offered in connection with your Account, at any time and for any reason.

#### **ANNUAL PERCENTAGE RATES AND INTEREST CHARGES**

**VISA VARIABLE RATE PROGRAM:** This section explains how we calculate rates and interest charges applicable to your Account. We use APRs to calculate interest charges on your Account. Our Visa credit card program is a variable rate program, which means that your APR may increase or decrease each Billing Period while you maintain your Account with us. The APR that applies to your Account may vary with changes to the U.S. Prime Rate. The U.S. Prime Rate is the highest U.S. Prime Rate (the "Index") published in The Wall Street Journal. In the event that the U.S. Prime Rate ceases to be published, changes in your APR will be related to a comparable index and we will inform you on your periodic statement or through a separate notice.

Your APR is subject to change each Billing Period based on an increase or decrease in the Index. We calculate your APR for Transactions by adding an amount, which we call the Margin, to the Index in effect as of the first Tuesday of the month preceding the start date of each Billing Period. These dates are referred to by us as "Adjustment Dates." You can find the initial Index, Margin, Daily Periodic Rate and corresponding APR we use for your Account listed in the "Additional Disclosure – Federal Truth-in-Lending Act".

Your APR may increase if the Index increases and decrease if the Index decreases. If your APR increases, then your interest charges and Minimum Payment Due may increase. If the Index changes, we will apply the new variable APR starting from first day of the next billing cycle and that APR will remain in effect for the entire billing cycle. APR is determined on the first Tuesday of each month by adding a variable Index in effect on the first Tuesday of the prior month to a Margin. The Index is the Prime Rate published in the print edition of The Wall Street Journal on the first Tuesday of the month preceding the month in which the change takes effect. The new APR will apply to existing balances, as well as balances added to your Account after the change. We may waive an increase in the APR when such an increase can be made, but such a waiver will not be construed as a waiver of our right to increase the APR at a future date when entitled to do so.

There is no minimum APR that can apply during the term of this Agreement. The maximum APR that can apply during the term of this Agreement is 18.00%. There are no annual (or other) limitations on changes in the APR during the term of this Agreement.

**INTEREST CHARGES:** Interest charges will be imposed on Transactions only if you elect not to pay the entire Account Balance shown on your periodic statement by the Payment Due Date. If you elect not to pay the entire Account Balance shown on your periodic statement by the Payment Due Date, interest charges will be imposed on the unpaid Average Daily Balance of Transactions from the previous statement closing date and on the new Transactions from the date of posting to your account during the current Billing Period, and will

continue to accrue until the closing date of the Billing Period preceding the date on which the entire Account Balance is paid in full.

We calculate interest on your Account each Billing Period by applying the Monthly Periodic Rate to the Average Daily Balance (including new Transactions). The following explains how we do this. To get the Average Daily Balance:

- We start with the beginning balance of your account each day.
- We add any new Transactions, fees and other charges
- We subtract any credits or payments credited as of that day and any unpaid interest or other finance charges.
- This gives us the daily balance. Then, we add up all the daily balances for the Billing Period and divide the total by the number of days in the Billing Period. This gives us the average daily balance.

**GRACE PERIOD:** You will not pay any interest on Purchases if you pay the Account Balance, including any Balance Transfers, in full by the Payment Due Date shown on your periodic statement each Billing Period. We call this a grace period on Purchases. Generally, you will have at least a 25-day grace period from the close of each Billing Period to pay the Account Balance without incurring additional interest. The Payment Due Date disclosed on each periodic statement provided to you is the last day of your grace period for that statement's billing cycle. If you do not pay the Account Balance, including any Balance Transfers, in full by the Payment Due Date in a Billing Period, you will pay interest on your Purchases from the date they are posted to your Account. You also will not have a grace period on Purchases again until you pay the Account Balance in full by the Payment Due Date two (2) Billing Periods in a row.

There is no grace period on Balance Transfers and Cash Advances. This means you will pay interest on Balance Transfers and Cash Advances from the date these transactions post to your Account.

## PAYMENTS

**MINIMUM PAYMENT:** Every month, you must pay at least the Minimum Payment Due by the Payment Due Date shown on your periodic statement. The Minimum Payment Due will be either (1) 2.0% of your Account Balance or \$20.00, whichever is greater; or (2) your Account Balance if it is less than \$20.00. In addition, you must pay any amount past due, any late charge and any amount over the Credit Limit.

**APPLICATION OF PAYMENTS:** We decide how to apply your payments, up to the Minimum Monthly Payment amount, to the balances on your Account. We will apply the Minimum Monthly Payment amount in the following order: (1) unpaid fees and charges, if any; (2) unpaid periodic interest charges due on Purchases, Balance Transfers and Cash Advances, and other unpaid finance charges; (3) outstanding balances of Cash Advances, Balance Transfers and Purchases previously billed, and (4) current Cash Advances, Balance Transfers and Purchases. If you pay more than the Minimum Payment Due amount, the amount in excess of the Minimum Payment Due will be applied first to the balances subject to the highest APR and then to balances subject to lower APRs, in descending order of APRs until all balances subject to an APR are paid in full. You must continue to make payments until you have paid the Account Balance in full.

**PAYMENT INSTRUCTIONS:** You must follow the instructions below when making a payment. If you do, we will credit the payment to your Account as of the day we receive it.

- Payments should be sent to Schools Financial Credit Union, Attention: Card Services Department, P.O. Box 60510 City of Industry, CA 91716-0510.
- We must receive your payment on or before the Payment Due Date in order for your Account to be credited by the Payment Due Date.
- You must pay in U.S. Dollars.
- You must use a check or electronic debit issued by a financial institution in the United States (do not mail cash).

- You must not enclose more than one check per envelope.
- You must not include any restrictive endorsements on the check.
- You must follow any additional payment instructions shown on your periodic statement.
- If you do not follow our payment instructions, we may not accept your payment, or there may be a delay in crediting your Account. Either may result in late fees and additional interest charges to your Account. If you do not follow the payment instructions in this Agreement or on your periodic statement, we may accept your payment without losing our rights.

**PREPAYMENT OR IRREGULAR PAYMENTS:** Though you need only pay the Minimum Payment Due, you have the right to repay your Account Balance at any time without penalty. You will only be charged interest charges to the date you repay your entire Account Balance. You may make larger payments without penalty and this may reduce the total amount of interest charges that you will repay. If you pay more than the Minimum Payment Due in any month and there is still a balance due, you must continue to make Minimum Payments in future months. Any partial payment of your Account Balance will not advance your next payment due date(s). You understand and agree that any payment that (a) delays or (b) accelerates the repayment of your Account Balance will (a) increase or (b) decrease your Monthly Periodic interest charge.

**PAYMENTS BY AUTOMATIC TRANSFER:** By separate agreement, you may authorize us to automatically transfer the Minimum Payment Due from your Credit Union savings or checking account. If you request payment by automatic transfer, you understand and agree that no payment will be made if there are insufficient or uncollected funds in the designated savings or checking account to make the scheduled payment. Should this event occur, you understand and agree that you will not be released from making the payment. Any automatic transfer you have requested will remain in effect until you cancel it in writing or the Account Balance is paid in full. To stop a payment by automatic transfer, you may send us a letter requesting that the payment be stopped. Your letter must be received by Schools Financial Credit Union, Attention: Card Services Department, P.O. Box 526003, Sacramento, CA 95852, at least three (3) business days before the automatic payment is scheduled to occur. We may cancel this service at our discretion.

**RECURRING PAYMENTS:** The use of your Account to make preauthorized electronic recurring bill payments constitutes an "electronic fund transfer" as defined by the federal Electronic Fund Transfer Act and Regulation E.

**PAYMENTS MARKED "PAID IN FULL":** Payments marked "paid in full" or other language used to indicate full satisfaction of indebtedness may be accepted by us without being bound by such language or waiving any rights under this Agreement. We will accept full satisfaction of indebtedness only in a written agreement, signed by an authorized representative of the Credit Union.

## CREDIT REPORTING

**CREDIT REPORTING:** In connection with our issuance of a Card to you, we are allowed to obtain information about you. We get it from Consumer Reporting Agencies and other sources that provide consumer financial information. We are allowed to use the information for:

- Renewal of your Account;
- Credit Limit increases or decreases;
- Administration or review of your Account, collection and any other servicing;
- All other credit-related purposes connected with this Agreement;
- Offers for other cards, insurance products and other services; and
- Other uses permitted by law.

We report Account information in your name, as well as information about you to Consumer Reporting Agencies, on

a monthly basis. The information we provide may appear on your credit reports. This can include information about:

- Late Payments;
- Returned Payments;
- Over-the-credit-limit amounts; and
- Other violations of this Agreement.

If you think we have given incorrect information to a Consumer Reporting Agency about you (or about an Authorized User), contact us at **916-569-5400** and we will research it. We will let you know if we agree or disagree with you. If we agree with you, we will contact each Consumer Reporting Agency we reported to and request a correction.

#### **ACCOUNT INFORMATION, PRIVACY AND COMMUNICATIONS**

##### **ACCURACY OF AND CHANGES TO ACCOUNT INFORMATION:**

You represent and warrant that the information provided in your credit application is accurate, and you agree to notify us in writing immediately if this information changes. If you do not, or if we agree with you, we will contact each Consumer Reporting Agency we reported to and request a correction.

**INFORMATION SHARING:** You understand and agree that we may share information about you and your Account as permitted by applicable law. This includes information we obtain from you and others. Our Privacy Policy, which is enclosed with your new Account materials, describes reasons the Credit Union can share its members' personal information.

**CONTACTING YOU:** You agree that we (and/or our authorized agents) may contact you at any phone number, email address or mailing address you provide. This includes communications to mobile, cellular/wireless or similar devices. We may contact you by live operator, auto-dialer, prerecorded or artificial voice, text or email. You agree to pay any charges assessed by your plan provider for communications we send to you, as well as communications you send to us.

**CALL MONITORING:** We may listen to and record telephone calls between you and us to monitor and improve the quality of service you receive.

**NOTICES:** We will send any notices to your billing address, or, if you have agreed to receive notices from us in an electronic format, we will send notices to you in an electronic form. We consider a notice sent as soon as we mail it. We consider an electronic notice sent as soon as we email it, unless we receive notification that the email was undeliverable.

#### **AUTHORIZED USERS**

**ACCOUNT USE BY AUTHORIZED USERS:** You may request to add one or more Authorized Users to your Account. If we approve your request, use of your Account by an Authorized User is subject to the terms of this Agreement. You must:

- Obtain permission from each Authorized User before naming him or her as an Authorized User on your Account.
- Make a copy of this Agreement available to each Authorized User.
- Pay us for all charges incurred by each Authorized User.
- Notify us to remove an Authorized User from your Account. If we remove an Authorized User, we may close your Account, open a new Account, and issue you a new Card.

We may limit the number of Authorized Users on your Account.

You are responsible for:

- Any Transactions made by an Authorized User on your Account.
- Any Transaction made by an Authorized User even if the post date shown on your periodic statement for that Transaction occurs after the date you ask us to remove the Authorized User from your Account.
- Any Transactions made by others if an Authorized User allows them to use your Account.
- Fees and charges resulting from any Transactions made by an Authorized User or others if an Authorized User allows them to use your Account.

##### **ACCOUNT INFORMATION RIGHTS FOR AUTHORIZED USERS:**

You authorize us to discuss your Account with an Authorized User. This includes giving him or her access to your Account information and history. You understand and agree that an Authorized User may use and receive information about the Account the same way you do. An Authorized User cannot add other Authorized Users, adjust the Credit Limit or close the Account.

##### **WHAT CAN AUTHORIZED USERS DO?**

- Report lost or stolen Cards
- Initiate billing disputes
- Change the billing address for your Account
- Obtain Account Information, such as Transaction histories
- Request periodic statement copies
- Make payments
- Request refund checks

**INFORMATION ABOUT AUTHORIZED USERS:** You agree to give us certain personal information about each Authorized User. You must let each one know that you will give us that information and you must have his or her permission to do so. You must have permission from each one to allow us to share information about him or her as permitted by applicable law. This includes information we may obtain from you, any Authorized User and others. It also includes information about their Transactions on the Account.

**CREDIT REPORTING:** We report information about this Account to Consumer Reporting Agencies in the Authorized User's name that may appear on their credit report. This could include information about:

- Late Payments;
- Returned Payments;
- Over-the-credit-limit amounts; and
- Other violations of this Agreement.

You understand and agree that you must let each Authorized User know that we report Account information in his or her name. Please also refer to the Credit Reporting section above.

#### **DEFAULT, CLOSING OR SUSPENDING THE ACCOUNT**

**DEFAULT:** You will be in default if:

You do not pay at least the Minimum Payment Due or other required payment by the due date;

- You have a Returned Payment;
- You do not honor any of the terms of this Agreement;
- You make any false or misleading statements in any credit application or credit update;
- Your creditworthiness is impaired;
- You file for bankruptcy or some other insolvency proceeding is filed by or against you;
- You are declared incompetent or mentally incapacitated, or you die; or
- You are in default under any other loan you have with us (excluding real estate loans).

##### **CLOSING OR SUSPENDING YOUR ACCOUNT; ACCELERATION:**

If any of the events listed above occurs, we may temporarily or permanently suspend any and all Account and Card privileges and/or we may demand immediate payment of the Account Balance. We may close or suspend your Account at any time, without notifying you, as permitted by law. We are not liable to you for any transactions that are denied due to our decision to close, suspend or terminate your Account. You agree that you will not attempt to make a Purchase or obtain a Cash Advance after you have been notified that your privilege to use your Account has been terminated. We may cancel your current Card and issue you a substitute Card at any time. You may close your Account at any time by notifying us in writing, and you must include your signature. If we close or suspend your Account, or if you close your Account, you understand and agree that you remain obligated to repay the entire Account Balance. You understand and agree that interest charges at the APR as permitted under this Agreement will continue to accrue until you repay your entire Account Balance.

## TRANSACTIONS

**REFUSAL OF THE CARD:** Most Transactions require approval of funds, which result in placing a hold against your Credit Limit. We do not guarantee approval of Transactions. We are not liable for those that are not approved, even if you have enough available credit on your Account. We may also limit the number of Transactions approved per day. We may, although we are not required to, approve Transactions above your available Credit Limit.

**SUSPICIOUS ACTIVITY:** We are committed to keeping your financial transactions as secure as possible. We use a credit card fraud detection system designed using neural network technology that “learns” your credit card purchase patterns. The system analyzes authorization requests for your Card in real time and compares them to your purchase history as well as current fraud trends. If we detect unusual transaction patterns, we can take action to reduce the potential for fraud, including but not limited to suspending credit privileges. As your profile and transactions change over time, the system updates its files. We reserve the right to identify Transactions as unauthorized or fraudulent and subsequently to decline those Transactions. We are not responsible for any loss or damage arising out of any declined Transaction.

**TRAVEL ADVISORY:** A Transaction in a geographic area where you do not usually use your Card may trigger the credit card fraud detection system. We encourage you to provide us with prior notice of any anticipated Card activity that may be out of your ordinary pattern of Card Transactions, such as high transaction volume and any anticipated transactions outside the U.S. You may provide this notice by calling:

- Domestic: **916-569-5400**
- International: **800-962-0990**
- To verify Account activity if Card is blocked: **855-278-8272**

**MERCHANT FEES:** Some merchants, including merchants outside the U.S., may charge you a fee to use your Card for a Purchase. The fee will be either a percentage of the amount of your Purchase or a flat fee, and will be added to the amount of your Purchase. Usually, a merchant will tell you about this fee before you use your Card, but not always. We do not control these fees and we cannot prevent them.

**PLAN MERCHANT DISPUTES:** The Credit Union is not responsible for the refusal of any plan merchant or financial institution to honor the Account and/or Card. We are subject to claims and defenses (other than tort claims) arising out of goods or services you purchase with the Card only if you have made a good faith attempt but have been unable to obtain satisfaction from the merchant, and your Purchase was made in response to an advertisement we sent or participated in sending you.

**RETURNS AND ADJUSTMENTS:** If a merchant discloses a policy such as “no returns,” “no refunds,” “no return or credit without receipt,” “as is,” “store credit only” or “all sales final,” you will be bound by that policy when you use your Card to buy goods or services from that merchant. A merchant refund to your Account will post to your Account as a credit. We do not control when a merchant sends an Account credit. We will choose how to apply the credit to your existing Account Balance. If a credit fails to post to your Account, you may request our help in having the credit applied to your Account by sending us a copy of the credit receipt issued by the merchant. You have the sole responsibility to obtain written proof of credit and to retain copies of credit receipts until the credit is properly applied to your Account. If your credits and payments exceed what you owe us, we will hold and apply this credit balance against future Transactions, or if it is \$1.00 or more, refund it on your written request or automatically after six (6) months.

**RECURRING AUTHORIZED TRANSACTIONS:** If you authorize a merchant or any other person to charge your Account for recurring Transactions, you must notify the merchant if:

- You want to discontinue these Transactions;
- Your Account is closed;
- Your Account number changes;

- Your Card expiration date changes.

You are responsible for reinstating any recurring authorized Transactions.

## TERMS AND CONDITIONS APPLICABLE TO VISA CONVENIENCE CHECKS

**CHECK USES:** Visa Convenience Checks (including Balance Transfer checks) are checks that the Credit Union may send you to access your Account from time to time. The following terms will apply to the use of those checks unless otherwise disclosed with the checks. You can use your Convenience Checks to purchase goods and services, to obtain cash up to the amount of your Credit Limit, or to conduct Balance Transfers up to the amount of your Credit Limit. Use of Convenience Checks to purchase goods and services or to obtain cash up to the amount of your Credit Limit is considered a Cash Advance on your account. The Credit Union will charge interest beginning as of the date the Credit Union receives the Convenience Check. You cannot avoid paying interest on Convenience Check transactions. Any special rules applicable to credit card purchases described in this Agreement or any other features pertaining to card purchases do not apply to Convenience Checks.

**LIMITATIONS:** We are not required to honor a Convenience Check that will cause you to exceed your Credit Limit. We may not pay a Convenience Check if at the time that it is presented:

- You are in default or we have suspended, terminated or canceled your Account;
- The Convenience Check is not in the form we have issued to you;
- Your signature or the payee’s name or endorsement is missing on the Convenience Check or the Convenience Check appears altered; or
- Your Convenience Check is post-dated.

Convenience Checks may be used only by the person(s) whose name(s) is/are printed on the check. You are responsible for all authorized use of Convenience Checks. You may not use Convenience Checks to make a payment on any other obligation you have with the Credit Union, including paying any amount that you owe us pursuant to this Agreement. Certain merchants may inform you of their intent to convert your Convenience Check payment to an electronic ACH debit. For mailed payments, this notification will be provided at the time you receive a bill. For payments made in person, this notification will be provided at the time payment is made. You understand and agree that Convenience Checks are ineligible for conversion to an ACH debit and if presented by a merchant to us for payment, we are required to reject and return the entry. Using Convenience Checks for payments to merchants who have notified you of their intent to convert your check to an ACH debit may result in merchant returned item fees and/or late charges. You further understand and agree that you may not attempt to authorize a one-time advance from your Account via ACH by providing check information (such as the routing, account and serial numbers) to a merchant or other payee in person, via the Internet or by telephone for the purpose of having such merchant or other payee electronically initiate a funds transfer. The Credit Union will not be liable for any fees you incur as a result of the Credit Union’s failure to honor a Convenience Check that is converted to an ACH debit. Your periodic statement will itemize Convenience Checks posted to your Account during the Billing Period. Convenience Checks paid by the Credit Union will not be returned to you with your periodic statement.

**STOP PAYMENT:** Provided your request is timely, you may order a stop payment on a Convenience Check drawn on your Account. To stop payment on a Convenience Check, you must call us at **916-569-5400** during regular business hours and provide us with the following information: the Account number, the payee, any check number that may be applicable, and the exact amount of the Convenience Check. If you order a stop payment on a Convenience Check orally, the order will be valid for only fourteen (14) days thereafter,

unless confirmed in writing. Written stop payment orders will remain in effect only for six (6) months, unless renewed in writing. You have the burden of establishing the fact and amount of loss resulting from payment contrary to a binding stop payment. The Credit Union will charge a Convenience Check Stop Payment Fee when you place a stop payment on a Convenience Check which will be billed to your Account. The

Credit Union is not required to notify you when a stop payment order expires. If the Credit Union re-credits your Account after paying a Convenience Check over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to assign to the Credit Union all of your rights against the payee or other holders of the check and to assist the Credit Union in any legal action. You agree to indemnify and hold the Credit Union harmless from all costs and expenses, including attorneys' fees, damages or claims related to the

Credit Union honoring your stop payment request or in failing to stop payment of an item as a result of incorrect information provided to the Credit Union or the giving of inadequate time to act upon a stop payment request.

**SURRENDER OF CONVENIENCE CHECKS:** Convenience Checks are the Credit Union's property; the Credit Union reserves the right to revoke them at any time. You agree to return them at the Credit Union's request.

#### MISCELLANEOUS

**PROMOTIONAL RATE OFFERS:** From time to time and at our discretion, we may offer you a promotional APR for all or any part of your Account Balance, Balance Transfer or future transactions. The period of time for which the promotional APR applies may be limited. Any applicable promotional APR, the corresponding periodic rates, and the period of time during which they are in effect will appear on the offer. Any promotional rate offer will be subject to the terms of the offer and this Agreement.

**LOST OR STOLEN CARD, NOTIFICATION AND LIABILITY:**

You will notify us IMMEDIATELY if you believe that your Card, Account number, PIN or any combination of the three has been lost or stolen by immediately calling us at 916-569-5400 between 9:00 a.m. and 6:00 p.m. PST, Monday through Friday, excluding holidays and weekends or after Credit Union hours at 855-278-8272/International Number 1-303-967-1096. Telephoning is the best way of keeping your possible losses down. You understand that your total liability to us will not exceed \$50.00 for any Account and/or Card Transactions resulting from the loss, theft or other unauthorized use of the Account and/or Card that occurs prior to the time you give notice to us. Your liability for unauthorized use may be lower in cases of Visa Credit Card fraud in accordance with current Visa U.S.A., Inc. operating regulations.

You agree that in the event of a lost, stolen, not received, counterfeited card or fraudulent activity on your Account, you and all parties given access to the Account will complete an affidavit of forgery in a form approved by the Credit Union. You also agree to assist us in determining the facts, circumstances and other pertinent information related to any loss, theft or possible unauthorized use of your Card, Account number or PIN and to comply with such other procedures as we may require in connection with our investigation.

**LIMITATION OF LIABILITY FOR VISA TRANSACTIONS:** If there is an unauthorized use of your Visa Credit Card, and the transaction takes place on the Visa network, then your liability will be zero (\$0.00). This provision limiting your liability does not apply to Visa Corporate Credit Card or Visa Purchasing Credit Card Transactions, ATM cash disbursements processed on non-Visa or non-Plus networks, or non-Visa PIN-less debit transactions. Additionally, your liability with respect to unauthorized transactions may be greater than the above zero (\$0.00) liability limit, to the extent allowed under applicable law.

**INACTIVE ACCOUNT:** If your Account does not have any activity for 12 months, it will be considered an inactive account and your ability to take advances against your Credit Limit may be suspended. If your Account is inactive for 12

months, we may close it.

**PERIODIC STATEMENTS:** Your Card or other Account activity will be reflected on your periodic statement (Statement). We will send you a Statement for each Billing Period in which Transaction activity has occurred on your Account. Statement will identify the merchant, electronic terminal or financial institution at which transactions were made, but sales, cash advance, credit or other receipts cannot be returned with the Statement. You agree to retain copies of such receipts furnished at the time of the transaction in order to reconcile your Statement. Statements will be mailed or delivered electronically if you have agreed to receive notices from us in an electronic format only to the address of the person named first on the Account.

**ASSIGNMENT:** We may sell, transfer or assign this Agreement and your Account to a third party at any time without notifying you. You may not sell, assign or transfer your Account or any of your obligations under this Agreement.

**ENFORCING THIS AGREEMENT:** We will not lose our rights under this Agreement because we delay in enforcing them or fail to enforce them. If any provision of this Agreement is found to be unenforceable, all other provisions of the Agreement will remain in effect.

**INTEGRATED DOCUMENT(S):** You understand and agree that any separate sheet of paper, which is delivered together with this Agreement and incorporates this Agreement by reference, is an integrated part of this Agreement. Any future amendments to this Agreement will be labeled as such and will form an integrated part of this Agreement.

**COLLECTION COSTS:** To the extent permitted by law, you are liable to us for our legal costs if we refer collection of your Account to an attorney who is not our salaried employee. These costs may include reasonable attorneys' fees, as well as costs and expenses of any legal action. You understand and agree that interest charges will continue to accrue at the APR permitted under this Agreement until you repay your entire Account Balance.

**UNFORSEEN CIRCUMSTANCES:** From time to time, our services might be unavailable due to circumstances beyond our control, such as fires, floods, natural disasters, system failures or other unpredictable events. When this happens, you may not be able to use your Card or obtain information about your Account. We are not responsible or liable if this happens.

**GOVERNING LAW:** You understand and agree that this Agreement is made in California and will be governed by the laws of the State of California to the extent that California law is not inconsistent with controlling federal law. You also understand and agree that California's choice of law rules will not be applied if they would result in the application of non-California law.

**MEMBERSHIP REQUIREMENT:** You understand and agree that you must be and remain a member in good standing with us to be eligible for continuing Account and/or Card privileges including future Transactions. You understand and agree that we may suspend or close the Account and/or Card privileges during any period in which you do not maintain your membership with us.

**SEVERABILITY AND FINAL EXPRESSION:** This Agreement is the final expression of the terms and conditions of your Account. This Agreement may not be contradicted by evidence of any alleged oral agreement. Should any part of this Agreement be found to be invalid or unenforceable, all other parts of this Agreement shall remain in effect and fully enforceable to the fullest extent possible.

**COPY RECEIVED:** You acknowledge receipt of a copy of this Agreement and agree to accept its terms.

**NOTICE:** See the statement below for important information regarding your right to dispute billing errors.

#### YOUR BILLING RIGHTS: KEEP THIS DOCUMENT FOR FUTURE USE

This notice tells you about your rights and our responsibilities under the Fair Credit Billing Act.

## What To Do If You Find A Mistake On Your Statement

If you think there is an error on your statement, write to us at:

Cardholder Services  
PO Box 3112  
Tampa, FL 33601

In your letter, provide following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of Problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us:

- Within 60 days after the error appeared on your statement.
- At least 3 business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong.

You must notify us of any potential errors in writing. You may call us, but if you do, we are not required to investigate any potential errors and you may have to pay the amount in question.

### What will happen after we receive your letter:

When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.
2. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.

### While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your Credit Limit.

### After we finish our investigation, one of two things will happen:

- *If we made a mistake:* You will not have to pay the amount in question or any interest or other fees related to that amount.
- *If we do not believe there was a mistake:* You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within 10 days telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent; and we must let those organizations know when the matter has been settled between us. If we do not follow all of the rules above, you do not have to pay the first \$50 of the amount you question even if your bill is correct.

### Your rights if you are dissatisfied with your credit card purchases:

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.

3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, you will contact us in writing at:

Cardholder Services  
PO Box 3112  
Tampa, FL 33601

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.

FEE	AMOUNT	ABOUT THE FEE
Annual Fee	None	
Late Payment Fee	\$15	We will charge you a Late Payment Fee of up to \$15 with respect to any Billing Period if the Minimum Payment Due is not paid within fifteen (15) days after the Payment Due Date. However, the Late Payment Fee will not exceed the amount of the Minimum Payment Due.
Returned Payment Fee	None	
Cash Advance Fee	Either \$5 or 2.5% of the amount of each cash advance, whichever is greater	
Balance Transfer Fee	None	
Foreign Transaction Fee	1% of each international transaction requiring a currency conversion, or, 0.8% of each international transaction in U.S. dollars	See section entitled "Foreign Transactions" below for additional details.
Replacement Card Fee	One (1) free replacement card per rolling 12-month period; \$10 each additional replacement card.	Except as prohibited by applicable law, you may be charged a Replacement Card Fee for all cards issued other than the standard re-issue card.
Rush Card Fee	\$20	We will charge you a Rush Card Fee to rush each requested replacement card.
Convenience Check Stop Payment	\$28	We will charge you a Convenience Check Stop Payment Fee when you place a stop payment on a Convenience Check.

**FOREIGN TRANSACTIONS:** Purchases, Cash Advances (at an ATM or branch of a financial institution) and credits made in foreign currencies will be billed to your Account in U.S. dollars. The conversion to U.S. dollars will be made in accordance with the Visa operating regulations for international transactions. In the event that an international transaction is converted to U.S. dollars the exchange rate between the transaction currency and the billing currency used for processing international transactions will be: (1) a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives; or (2) the government-mandated rate in effect for the applicable central processing date. The rate in effect on the applicable processing date may differ from the rate on the date you used your Card. When a credit to the account does not fully offset a charge to the account due to changes in the rate, you are responsible for the difference. For Purchases and Cash Advances (at an ATM or branch of a financial institution), we will charge a Foreign Transaction Fee in an amount equal to 0.8% of the amount of the Purchase or Cash Advance for single currency international transactions (transactions made internationally without a currency conversion) or 1% for multi-currency international transactions (transactions made internationally that require a currency conversion). The Foreign Transaction Fee will be added to the amount of the Purchase or Cash Advance. The 0.8% Foreign Transaction Fee for single currency international transactions does not apply to transactions originating on U.S. military bases, U.S. embassies and consulates.

The above fees for the Billing Period will be shown on your periodic statement.