

# **Member Account Agreements, Disclosures, and Information Guide**



## MEMBERSHIP AND ACCOUNT AGREEMENT

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This Agreement covers your and our rights and responsibilities concerning accounts Westerra Credit Union (Credit Union) offers. In this Agreement, the words “you” and “yours” mean anyone who signs a Membership Application or Account Change Card (Account Card). The words “we,” “us,” and “our” mean the Credit Union. The word “account” means any one or more shares or other accounts you have with the Credit Union.

Your account ownership is designated on your Account Card. By signing an Account Card, each of you, jointly and severally, agree to the terms and conditions in this Agreement and Account Card, the Funds Availability (Service Charge and Fee Schedule), any Account Receipt accompanying this Agreement, the Credit Union’s Bylaws and Policies, and any amendments to these documents, from time to time, which collectively govern your Membership and Accounts.

1. **Membership Eligibility.** To join the Credit Union you must meet the membership requirements including purchase and maintenance of at least one (1) share (“membership share”) as set forth in the Credit Union’s Bylaws. **You authorize us to verify and re-verify your account, credit, and employment history, and obtain credit reports from third parties, including credit reporting agencies, to determine your initial and ongoing eligibility for the accounts you hold with us.**
2. **Single Party Accounts.** A single party account is an account owned by one member (individual, corporation, partnership, trust, or other organization) qualified for Credit Union membership. If the account owner dies, the interest passes, subject to applicable law, to the decedent’s estate or Payable on Death (POD) beneficiary/payee or trust beneficiary, subject to other provisions of this Agreement governing our protection for honoring transfer and withdrawal requests of an owner or owner’s agent prior to notice of an owner’s death.
3. **Multiple Party Accounts.** An account owned by two or more persons is a multiple party account. All shares (except IRAs) now and in the future will have “joint ownership” and beneficiary designation.
  - a. Right of Survivorship. A multiple party account includes rights of survivorship. This means when one owner dies, all sums in the account will pass to the surviving owner(s). A surviving owner’s interest is subject to the Credit Union’s statutory lien for the deceased owner’s obligations, and to any security interest or pledge granted by a deceased owner, even if a surviving owner did not consent to it.
  - b. Control of Multiple Party Accounts. Any owner is authorized and deemed to act for any other owner(s) and may instruct us regarding transactions and other account matters. Each owner guarantees the signature of any other owner(s). Any owner may withdraw all funds, stop payment on items, transfer, or pledge to us all or any part of the shares without the consent of the other owner(s). If you give access to your PIN for any of your accounts, you are giving access to these accounts. We have no duty to notify any owner(s) about any transaction. We reserve the right to require written consent of all owners for any change to or termination of an account, or if we suspect conflicting powers of attorney. If we receive written notice of a dispute between owners or inconsistent instructions from them, we may suspend or terminate the account and require a court order or written consent from all owners to act.
  - c. Multiple Party Account Owner Liability. If a deposited item in a multiple party account is returned unpaid, an account is overdrawn, or we do not receive final payment on a transaction, the owners, jointly and severally, are liable to us for the amount of the returned item, overdraft, or unpaid amount and any charges, regardless of who initiated or benefited from the transaction.
4. **POD/Trust Account Designations.** A Payable On Death (POD) account or trust account designation is an instruction to the Credit Union that a designated single or multiple party account is payable to the owner(s) during his, her, or their lifetimes and when the last account owner dies, payable to any named and surviving POD or trust beneficiary/payee. Accounts payable to more than one surviving beneficiary/payee are owned jointly by such beneficiaries/payees without rights of survivorship. Any POD or trust beneficiary/payee designation shall not apply to Individual Retirement Accounts (IRAs), which are governed by a separate beneficiary/payee designation. We are not obligated to notify any beneficiary/payee of the existence of any account or the vesting of the beneficiary/payee’s interest in any account, except as otherwise provided by law.
5. **Accounts for Minors.** We may require any account established by a minor to be a multiple party account with an owner who has reached the age of majority under the state law where the member resides, and who shall be jointly and severally liable to us for any returned item, overdraft, or unpaid charges or amounts on such account. **We may pay funds directly to the minor without regard to his or her minority.** Unless a guardian

or parent is an account owner, the guardian or parent shall not have any account access rights. **We have no duty to inquire about the use or purpose of any transaction.**

Deposits may be received in the name of the minor. A member who is a minor may withdraw or pledge funds owned by him/her in the same manner and is subject to the same terms and conditions as an adult member. Any receipts signed by a minor shall constitute a valid payment of such monies.

6. **Agency Designation on an Account.** An agency designation on an account is an instruction to us that the owner authorizes another person to make transactions as an agent for the account owner regarding the accounts designated. An agent has no ownership interest in the account(s) or Credit Union voting rights. We have the right to approve the original form of Power of Attorney (POA) used to create an agency designation. We have no duty to inquire about the use or purpose of any transaction or any ownership change made by the agent. We have the right to refuse to honor a Power of Attorney in accordance with applicable law.
7. **Deposit of Funds Requirements.** Funds may be deposited to any account, in any manner approved by the Credit Union. Any deposit received before the close of business on a business day when the Credit Union is open will be considered deposited on the day of the deposit. However, if you make a deposit after the close of business or on a day the Credit Union is closed, we will consider the deposit to have been made on the next business day when the Credit Union is open.
  - a. Endorsements. We may accept transfers, checks, drafts, and other items for deposit into any of your accounts if they are made payable to, or to the order of one or more account owners, even if they are not endorsed by all payees. You authorize us to supply missing endorsements of any owners if we choose. If a check, draft, or item that is payable to two or more persons is ambiguous as to whether it is payable to either or both, we may process the check, draft, or item as though it is payable to either person. If an insurance, government, or other check or draft requires an endorsement as set forth on the back of the check or draft, we may require endorsement as set forth on the item. Endorsements must be made on the back of the share draft or check within 1 inch from the top edge, although we may accept endorsements outside this space. However, any loss we incur from a delay or processing error resulting from an irregular endorsement or other markings by you or any prior endorser will be your responsibility.
  - b. Collection of Items. We act only as your agent, and we are not responsible for handling items for deposit or collection beyond the exercise of ordinary care. Deposits made by mail or at unstaffed facilities are not our responsibility until we receive them. We are not liable for the negligence of any correspondent or for loss in transit, and each correspondent will be liable only for its own negligence. We may send any item for collection. Items drawn on an institution located outside the United States are handled on a collection basis only. You waive any notice of nonpayment, dishonor, or protest regarding items we purchased or receive for credit or collection to your accounts.
  - c. Final Payment. All items or Automated Clearing House (ACH) transfers credited to your account are provisional until we receive final payment. If final payment is not received, we may charge your account for the amount of such items or ACH transfers and impose a return item charge on your account. Any collection fees we incur may be charged to your account. We reserve the right to refuse or return any item or funds transfer.
  - d. Direct Deposits. We may offer preauthorized deposits, e.g., payroll checks, Social Security or retirement checks, or other government checks or preauthorized transfers from other accounts. You must authorize each direct deposit or preauthorized transfer by filling out a separate form. You must notify us at least thirty (30) days in advance to cancel or change a direct deposit or transfer option. Upon a bankruptcy filing, unless you cancel an authorization, we will continue making direct deposits in accordance with your authorization on file with us. If we are required to reimburse the U.S. government for any benefit payment directly deposited into your account, or if we return any other directly deposited funds to the originator, we may deduct the amount returned from any of your accounts, unless prohibited by law.
8. **Account Access.**
  - a. Authorized Signature. Your signature on the Account Card authorizes your account access. We will not be liable for refusing to honor any item or instruction if we believe the signature is not genuine. We may honor any draft that appears to bear your facsimile signature, even if it was made by an unauthorized person. You authorize us to honor transactions initiated by a third person to whom you have given your account number, even if you do not authorize a particular transaction.
  - b. Access Options. You may withdraw or transfer funds from your account(s) in any manner we permit (e.g., at an automated teller machine, in person, by mail, automatic transfer, digital banking, Bill Pay, or telephone,

as applicable). We may return as unpaid any draft drawn on a form we do not provide, and you are responsible for any loss we incur handling such a draft.

- c. ACH Services (Automated Clearing House). You may initiate or receive credit or debits to your account through ACH transfer. You agree that if we receive funds by ACH transfer, we are not required to notify you at the time the funds are received. Instead, the transfer will be shown on your period statement. We may provisionally credit your account for an ACH transfer before we receive final settlement. We may reverse the provisional credit or you will refund us the amount if we do not receive the final settlement.
- d. Electronic Funds Transfers (Wires). You may initiate or receive credit or debits to your account through electronic funds transfers. You agree that if you receive an electronic funds transfer, we are not required to notify you at the time funds are received. Instead, the transfer will be shown on your periodic statement. We may provisionally credit your account before we receive final credit. We may reverse the provisional credit or you will refund us the amount if for any reason we do not receive final credit. Any electronic funds transfers that we permit are subject to Article 4A of the Uniform Commercial Code, as enacted by the State of Colorado. The Credit Union uses reasonable security procedures for verification purposes. When you initiate an electronic funds transfer, you must identify the recipient and any financial institution by name and by account or identifying number. The Credit Union and other institutions may rely on the account or other identifying number as the proper identification, even if it identifies a different party or institution. The latest cutoff time to request an outgoing electronic funds transfer is 2:00 PM Mountain Time each business day. Every day is a business day, except Saturdays, Sundays, and federal holidays. A fee may be charged for this service. Please refer to the current Fee Schedule.
- e. Credit Union Examination. We may disregard information on any draft or check, other than the signature of the drawer, the amount, and any magnetic encoding. You agree that we do not fail to exercise ordinary care in paying an item solely because our procedures do not provide for examination of items.
- f. Account Card/Account Change Card Signature(s) Upon Fraudulent Activity. In the event of a change in account or membership number due to fraud, you may not be required to sign an updated Account Card or Account Change Card. However, all applicable terms and conditions as outlined in the Agreement still apply. A change in ownership structure will require a completed Account Change Card. New membership must meet all eligibility requirements and complete a membership application.

#### **9. Use of a Westerra Credit Union Credit or Debit Cards in Digital Wallets.**

- a. You can add a card that we, in our sole discretion, determine is eligible for addition to a digital wallet by following the instructions of the digital wallet provider. You should contact the digital wallet provider on how to remove a card from the digital wallet. The digital wallet may not be accepted at all merchants where your card is accepted.
- b. The terms and agreements that govern your card, does not change when you add your card to a digital wallet, and any applicable interest, fees, and charges that apply to your card continue to apply.
- c. When adding your card to a digital wallet, you agree that certain information is shared with the digital wallet providers, merchants, payment networks, and others.
- d. We are not the provider of the digital wallet and are not responsible for providing the digital wallet service to you, for any errors or delays caused by your use of the digital wallet, or for information supplied to you by the digital wallet. WE ARE NOT AND SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE OR INJURY OR FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING FROM OR RELATED TO YOU ADDING A CARD TO A DIGITAL WALLET, OR YOUR ACCESS OR USE OF A DIGITAL WALLET. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS OF ANY KIND (EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT OF PROPRIETARY RIGHTS) AS TO ANY AND ALL DIGITAL WALLETS AND ALL INFORMATION, PRODUCTS AND OTHER CONTENT INCLUDED IN OR ACCESSIBLE FROM THE DIGITAL WALLETS.
- e. You agree that we, at any time, reserve the right to terminate or change our participation in a digital wallet or your ability to use your Credit Union credit or debit card in a digital wallet.

#### **10. Account Rates and Fees.** We may pay dividends on your Regular Savings/Share account. The Interest Rate or Dividend Rate, as applicable, and Annual Percentage Yield (APY) on your account(s) are set forth on the

Credit Union Rate Sheet. The Annual Percentage Yield is a percentage rate that reflects the total amount of interest or dividends to be paid on an account based on the interest rate or dividend rate and frequency of compounding for an annual period. The Interest Rate or Dividend Rate and Annual Percentage Yield on accounts other than term accounts are accurate as of the last dividend declaration date and may change without notice, as determined by Westerra Credit Union. Fees associated with any accounts are set forth on our Service Charge and Fee Schedule. APY assumes interest will remain on deposit.

**11. Nature of Dividends.** Dividends are paid from current income and available earnings at the end of the dividend period. The Dividend Rate and APY are the prospective rates and yields that the Credit Union anticipates paying for the applicable dividend period.

**12. Accrual of Interest or Dividends.** Interest or dividends will begin to accrue on cash and non-cash deposits (e.g., checks) on the business day you make the deposit to your account. For any deposit account at the Credit Union, interest and dividends are computed on the balance in the account at the end of the business day. Interest and dividends are calculated using the daily balance method by applying a daily periodic rate to the principal in the account each day. On designated accounts with minimum balance requirements to earn dividends, no interest will be paid for those days when the balance falls below the minimum. See current Fee Schedule for account designations.

**13. Payment of Dividends.**

- a. Frequency of Dividends Compounded and Credited. The frequency with which dividends are compounded and credited and the dividend period for dividend bearing accounts are on a monthly basis.
- b. Minimum Balance Required. A minimum balance may be required to:
  - 1. Open an account;
  - 2. Avoid a fee; or
  - 3. Obtain the annual percentage yield disclosed.

Please refer to the current Rate Sheet and Service Charge and Fee Schedule to obtain this information at [www.WesterraCU.com](http://www.WesterraCU.com).

**14. Transaction Limitations.**

- a. Withdrawal Restrictions. We permit withdrawals only if your account has sufficient available funds to cover the full amount of the withdrawal or you have an established overdraft protection plan. Drafts or other transfer or payment orders that are drawn against insufficient funds may be subject to a service charge set forth in the Credit Union Rate Sheet & Service Charge and Fee Schedule. If there are sufficient funds to cover some, but not all, of your withdrawals, we may allow those withdrawals for which there are sufficient funds in any order at our discretion.

We may refuse to allow a withdrawal in some situations, and will advise you accordingly; for example: (1) a dispute between account owners (unless a court has ordered the Credit Union to allow the withdrawal); (2) a legal garnishment or attachment is served; (3) the account secures any obligation to us; (4) required documentation has not been presented; (5) you fail to repay a Credit Union loan on time. We may require you to give written notice of seven (7) days to sixty (60) days before any intended withdrawals; (6) you have caused a loss to the Credit Union.

- b. Transfer Authorizations. Authorization holds may reduce the amount available in your account. The Credit Union has no control over the dollar amount and time that a merchant authorization holds your available funds.

**15. Your Account Balance.** Your account has two kinds of balances: the actual balance and the available balance. Both can be checked by reviewing your account online, at an ATM, by phone, or at a branch. It is important to understand how the two balances work so that you know how much money is in your account at any given time.

The actual balance is the amount of money that is actually in your account at any given time. It reflects transactions that have actually posted to your account but not transactions that have been authorized and are pending. While the term “actual” may sound as though the number you see is an up-to-date display of what is in your account that you can spend, that is not always the case. Any purchases, holds, fees, other charges, or deposits made on your account that have not yet posted will not appear in your actual balance. For example: *If you have a \$50 actual balance, but you just wrote a check for \$40, then your actual balance is \$50 but it does*

not reflect the pending check transaction. So at that point, you actually have \$50, but you have already spent \$40.

Your available balance is the amount of money in your account that is available to you to use without incurring a non-sufficient funds (NSF) or WeGotYa/courtesy pay or overdraft fee. The available balance takes into account things like holds placed on deposits, pending transactions (such as pending debit card purchases) that have been authorized for the merchant but not posted to your account, authorized automatic bill payments, and other outstanding transactions that have not posted to your account. For example: *Assume you have an actual balance of \$50 and an available balance of \$50. If you were to use your debit card at a restaurant to buy lunch for \$20, then that merchant could ask us to pre-authorize the payment. In that case, we will put a "hold" on your account for \$20. Your actual balance would still be \$50 because this transaction has not yet posted, but your available balance would be \$30 because you have committed to pay the restaurant \$20. When the restaurant submits its bill for payment (which could be a few days later), we will post the transaction to your account and your actual balance will be reduced by \$20.*

The available balance is the balance used to determine if items are subsequently presented against insufficient funds or the amount that would overdraw your account and incur fees. You may be charged an NSF or WeGotYa/courtesy pay or overdraft fee for a transaction based on the available balance even if the actual balance would have been sufficient to cover the amount of the transaction. The following example illustrates how this works: *Assume your actual and available balances are both \$50, and you swipe your debit card at a restaurant for \$20. A hold is placed on your account, so your available balance is only \$30. Your actual balance is still \$50. Before the restaurant charge is sent to us for processing, a check that you wrote for \$40 clears. Because you have only \$30 available (you have committed to pay the restaurant \$20), your account will be overdrawn by \$10, even though your actual balance is \$50. In this case, we may pay the \$40 check, but you may be charged a WeGotYa/courtesy pay fee. That fee will be deducted from your account, further reducing the balance.*

It is very important to understand that you may still overdraw your account even though the available balance appears to show there are sufficient funds to cover a transaction that you want to make. This is because your available balance may not reflect all your outstanding checks and automatic bill payments that you have authorized, or other outstanding transactions that have not been paid from your account. In the example above, the outstanding check will not be reflected in your available balance until it is presented to us and paid from your account. Please refer to the current Service Charge and Fee Schedule for the NSF and WeGotYa/ Courtesy pay or overdraft fee information.

In addition, your available balance may not reflect all of your debit card transactions. For example, if a merchant obtains our prior authorization but does not submit a one-time debit card transaction for payment within two (2) calendar days of authorization, we must release the authorization hold on the transaction. The available balance will not reflect this transaction once the hold has been released until the debit card transaction has been received by us and paid from your account.

- 16. Payment Order.** Transactions are paid in the chronological order they are received, regardless of the dollar amount or method of presentment for payment on the account. When checks are received in the same day, they are processed in check number order. When automated (ACH) transactions are received in the same day, deposits to your account are posted first, followed by payments. If the WeGotYa/courtesy pay limit is exceeded, all subsequent items may be declined or returned unpaid to the merchant and you may be assessed a fee per returned transaction item, up to 3 (three) fees per day, per checking account. Refer to the current Service Charge and Fee Schedule for the NSF and WeGotYa/ Courtesy pay or overdraft fee information.
- 17. Certificate Accounts.** Any time deposit, term share, share certificate, or certificate of deposit accounts allowed by state law (Certificate Accounts) offered by Westerra Credit Union are subject to the terms of this Agreement, Rate Sheet and Fee Schedule, and Account Deposit Receipt(s) provided for the account, the terms of which are incorporated herein by reference.
- Transaction Limitations. After your Certificate of Deposit (CD) account is opened, additional deposits to the same CD are not allowed unless we inform you otherwise.
  - Maturity. Your account will mature at the maturity date as stated on your receipt at the time of opening and on your monthly or quarterly statement.
  - Early Withdrawal Penalty. A penalty will be imposed if you withdraw any of the certificate funds before the maturity date, or the renewal date, if this is a renewal account. Withdrawals may affect the principal balance of your certificate.

- d. Amount of Penalty. For CD and IRA CDs, the amount of the early withdrawal penalty for your account is 90 days' interest for a CD of 12 months or less, and 180 days' interest for a CD over 12 months.
- e. Exceptions to Early Withdrawal Penalties. At our option, we may redeem the account before maturity without imposing an early withdrawal penalty under the following circumstances:
  - i) When an account owner dies or is determined legally incompetent by a court or other body of competent jurisdiction.
  - ii) Within seven (7) calendar days of the account's establishment.
- f. Renewal Policy. Your account will automatically renew at maturity. You will have a grace period of seven (7) calendar days after the maturity date to withdraw the funds in the account without being charged an early withdrawal penalty. During this grace period you may make additional deposits.
- g. Special and Limited Offerings: Notwithstanding the above, the Credit Union may offer "Limited Time or Special Certificate Offerings." The Credit Union will provide a notice to the owner specifying the terms, conditions, or any additional requirements concerning such Offerings.

## 18. Overdrafts.

- a. Overdraft Liability. The following actions may be taken by us if we receive a draft or other item drawn against your account and there are insufficient funds based on the available balance in your account to cover the draft or item:
  - **Cover the draft** or item in accordance with the terms of any written overdraft plan that you have established with us.
  - **Pay the draft or item** and create an overdraft to your account. Any negative balance on your account is immediately due and payable, unless we agree otherwise in writing. We may place a hold on balances in any other account you have with us until the overdraft is paid, or we may set off the amount of the overdraft against any of your other accounts in accordance with the terms of this agreement, unless prohibited by applicable law.
  - **Return the draft or item unpaid.** We may, at our option and without notice to you, refuse to pay any draft or item if it would create an overdraft, even though we may have previously established a pattern of honoring such drafts or items.

We have no obligation to notify you before we decide to either pay a draft or item that creates an overdraft or to dishonor a draft or item that is drawn against insufficient available funds. Drafts or other transfers or payment orders that are drawn against insufficient funds may be subject to a service charge set forth in the Service Charge and Fee Schedule.

National Automated Clearing House Association (NACHA) Rules allow Originating Depository Financial Institutions to reinitiate/resubmit an ACH debit returned due to NSF or uncollected funds up to two times. If the same draft or other transfer or payment order is submitted a second time, and there are insufficient funds in the account, you will not be assessed an NSF Fee if you do not have a sufficient available balance to pay the resubmitted check or ACH at the time of presentment, this may still be subject to WeGotYa/Courtesy Pay fee if you have a courtesy pay limit available. You may be assessed an NSF Fee for the first submission of the attempted check or ACH payment.

If we pay a draft or item against insufficient available funds or an overdraft is otherwise created on the account, you agree to pay any overdraft immediately. You agree to reimburse us for the cost and expenses we incur in recovering the overdraft from you, including our reasonable attorney's fees and court costs.

- b. Overdraft Protection Plan. If we have approved an overdraft protection plan for your account, we will honor drafts drawn on insufficient funds by transferring funds from another account under this Agreement or a loan account, as you have directed, or as required under the Credit Union's overdraft protection policy. Any signer on the account may add or revoke consent for an overdraft protection plan. Funds from shares or Money Market Accounts will be transferred in increments of \$25 up to the available balance in the account. The fee for overdraft transfers, if any, is set forth on the Service Charge and Fee Schedule. This Agreement governs all transfers, except those governed by agreements for loan accounts, including credit cards, in which all terms of the Credit Card Application and Solicitation Disclosure apply.

If you link your Westerra credit card to your checking account to cover overdrafts, cash advances will be made from your credit card to cover the transaction, without exceeding the credit limit on your credit card, and you will be charged a cash advance fee, as set forth on the Credit Card Application and Solicitation Disclosure and Service Charge and Fee Schedule. For debit card transactions, the amount needed to cover the transaction is transferred, up to your credit limit on the credit card, for a cash advance fee. For all other methods of payment, transfers are made in the nearest increment of \$25, up to your credit limit on the credit card, for a cash advance fee. This means you will be charged interest immediately on the amount charged to the credit card at the interest rate (or APR) for cash advances. When you submit a request to link your accounts, Westerra may reach out to you to confirm your request.

- c. WeGotYa/Courtesy Pay Program. The Credit Union offers a courtesy pay protection program that is designed to cover inadvertent overdrafts in an individual's checking account. By signing a signature card or opening your account online, you are enrolling in this type of courtesy pay program for checks, certain other transactions made using your checking account number and automatic payment (ACH) transactions posting to your checking account. This program has the following limits: WeGotYa/Courtesy Pay is not a line of credit and must be repaid within thirty (30) days of the account being overdrawn. The Credit Union will authorize and pay transactions up to a predetermined aggregate total. Once a member exceeds their negative available balance, the Credit Union will decline and return all transactions until a member's available balance is more than negative by their predetermined amount. For more information on the predetermined amount contact a Westerra member service representative through our contact center or by visiting a branch. The Credit Union may authorize and pay one-time and recurring debit card transactions up to their overdraft tolerance amount, however, we will only charge 3 Courtesy pay and/or NSF fees per share, per day. Members who anticipate overdrawing their account on a recurring basis are encouraged to request a personal line of credit based on standard credit qualifications. The Credit Union may restrict the use of WeGotYa/Courtesy Pay at its sole discretion. The fee for overdraft is set forth on the Service Charge and Fee Schedule.

- **Transactions Other Than Debit-Card Transactions.** These transactions include, but are not limited to, checks, ACH transactions, and bill-pay transactions. If one of these transactions is submitted to us and would be drawn against an insufficient available balance, we may return the transaction and assess you a Non-Sufficient Funds fee ("NSF Fee") or pay the transaction.

The amount of the insufficient available balance does not determine whether or not a fee will be charged. Instead, it is the amount of the transaction itself. If the transaction is \$20 or greater then a fee may be charged, regardless of how much that transaction takes the share negative. The only exception is for transactions initially returned for lack of a sufficient available balance that are resubmitted by the merchant. Per federal regulations, should you have an insufficient available balance to cover a check written to or an ACH transaction authorized to a payee, that payee may resubmit the check or ACH to us up to a maximum of two (2) times. You will not be assessed an NSF Fee if you do not have a sufficient available balance to pay the resubmitted check or ACH at the time of presentment, this may still be subject to WeGotYa/Courtesy Pay fee if you have a courtesy pay limit available. You may be assessed an NSF Fee for the first submission of the attempted check or ACH payment. The current amounts of the NSF Fee and Courtesy Pay fee are available in the Service Charge and Fee Schedule on [WesterraCU.com](http://WesterraCU.com).

- **Recurring Debit-Card Transactions.** A recurring debit-card transaction occurs when you provide a merchant with your debit-card information, and it sets up a regularly or semi-regularly scheduled payment. The Credit Union is entitled to and will rely on how the merchant codes the particular debit-card transaction as "recurring" or "non-recurring." If a recurring debit-card transaction is submitted to us and would be drawn against an insufficient available balance, we may decline it with no fee assessed or pay it. The amount of the negative balance does not determine whether or not a fee will be charged. Instead it is the amount of the transaction itself.

If we pay the transaction and if the transaction is \$20 or greater then a fee may be charged, regardless of how much that transaction takes the share negative. We may assess you a WeGotYa/Courtesy Pay fee. For us to pay overdrafts for recurring debit card transactions, you must



affirmatively opt-in by executing Westerra's WeGotYa/Courtesy Pay Services Opt-In/Opt-Out Form.

- **One-Time Debit Card Transactions.** For us to pay overdrafts for non-recurring, or one-time, debit card transactions, you must affirmatively opt-in by executing Westerra's Opt-In Disclosure. If you do not opt in and a merchant asks us to authorize a transaction that would exceed your available balance, the Credit Union will decline the transaction at the point-of-sale, and it will not assess you a fee. If you opt in and a merchant asks us to authorize a transaction that would exceed your available balance, the Credit Union may pay the transaction, and, if it does so, you will be assessed an overdraft fee. The amount of the negative balance does not determine whether or not a fee will be charged. Instead it is the amount of the transaction itself.

If the transaction is \$20 or greater then a fee may be charged, regardless of how much that transaction takes the share negative (this may occur up to two (2) days after authorization). If your debit-card transaction is authorized with a sufficient available balance to cover the transaction, you will not be assessed a fee even if your actual balance is insufficient to cover the transaction at the time it is presented to us for payment.

**19. Postdated and Stale-Dated Checks and Other Limitations on Checks.** You agree not to deposit checks, drafts, or other items before they are properly payable. We are not obligated to pay any check or draft drawn on your account that is presented more than six (6) months past its date. We may pay any draft presented for payment, without inquiry or liability, even if the draft is postdated, stale-dated (i.e., the date of the draft is more than 6 months in the past), has no date, or contains any special instructions (such as "Void in 60 days," "Void if over \$250") or any condition or limitation.

**20. Stop Payment Orders.**

- a. Stop Payment Order Request. You may request a stop payment order on any draft drawn on your account. To be binding, an order must be dated and signed, and must describe the account and draft number and the exact amount. The stop payment will be effective if the Credit Union receives the order in time for the Credit Union to act upon the order and you state the number of the account, number of the draft, and its exact amount. You understand that the exact information is necessary for the Credit Union's computer to identify the draft. If you give us incorrect or incomplete information, we will not be responsible for failing to stop payment on the draft. If the stop payment order is not received in time for us to act upon the order, we will not be liable to you or to any other party for payment of the draft. If we re-credit your account after paying a draft over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to transfer to us all of your rights against the payee or other holders of the draft, and to assist us in any legal action.
- b. Duration of Order. You may make a verbal stop payment order, which will lapse within fourteen (14) calendar days unless confirmed in writing within that time. A written stop payment order is effective for six (6) months and may be renewed in writing from time to time. We do not have to notify you when a stop payment order expires.
- c. Liability. You agree to indemnify and hold the Credit Union harmless from all costs, including attorney's fees, damages, or claims related to our refusing payment of an item, including claims of any multiple party account owner, payee, or endorsee in failing to stop payment of an item as a result of incorrect information provided by you.

**21. Credit Union Liability.** If we do not properly complete a transaction according to this Agreement, we will be liable for your losses or damages, not to exceed the amount of the transaction, except as otherwise provided by law. We will not be liable if: (1) your account contains insufficient funds for the transaction; (2) circumstances beyond our control prevent the transaction; (3) your loss is caused by your or another financial institution's negligence; or (4) your account funds are subject to legal process or other claim. We will not be liable for consequential damages, except liability for wrongful dishonor. We exercise ordinary care if our actions or non-actions are consistent with applicable state law, Federal Reserve regulations and operating letters, clearing house rules, and general banking practices followed in the area we serve. You grant us the right, in making payments of deposited funds, to rely exclusively on the membership application and the terms of this Account Agreement. Any conflict between what you or our employees may say or write will be resolved by reference to this Agreement.

**22. Credit Union Lien and Security Interest.** If you owe us money as a borrower, guarantor, endorser, or otherwise, we have a statutory lien on the account funds in any account in which you have an ownership interest,

regardless of their source, unless prohibited by law. We may apply these funds without further notice to you, in any order, to pay off your indebtedness. By not enforcing a lien, we do not waive our right to enforce it after. In addition, you grant the Credit Union a consensual security interest in your accounts, and we may use the funds from your accounts to pay any debt or amount now or hereafter owed the Credit Union, except for obligations secured by your residence, unless prohibited by applicable law. All accounts are non-assignable and non-transferable to third parties.

**23. Method of Contact.** You agree, in order for us to service your account, collect any amount you may owe to the Credit Union, or inform you of products and services that we believe may benefit you, we may contact you at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you for these purposes by sending text messages or emails, using any address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable. You may withdraw your consent at any time to receive calls or text messages by written notice, phone call, or other reasonable means.

Westerra will not reach out to you asking for personal or account information such as your ATM/debit/credit card Personal Identification Number (PIN), digital banking username or password, date of birth, or Social Security number. Do not give your personal information to anyone who calls, texts, or emails you requesting this information, as these may be attempts to gain access to your information and identity for fraudulent purposes. If you initiated the communication, interaction, or transaction with Westerra, for security purposes, we may ask for this type of information by phone, email, or text message to assist us in confirming your identity. We will never ask you to send personal or account information through an email. For security purposes, call us or send your message through our digital banking secured messaging.

**24. Legal Process.** If any legal action is brought against your account, we may pay out funds according to the terms of the action or refuse any payout until the dispute is resolved. Any expenses or attorney's fees we incur responding to a legal process may be charged against your account without notice, unless prohibited by law. Any legal process against your account is subject to our lien and security interest.

**25. Account Information.** Upon request, we will give you the name and address of each agency from which we obtain a credit report regarding your account. We agree not to disclose account information to third parties except when: (1) it is necessary to complete a transaction; (2) the third party seeks to verify the existence or condition of your account in accordance with applicable law; (3) such disclosure complies with the law or a government agency or other order; or (4) you give us written permission.

**26. USA Patriot Act. Important Information About Procedures for Opening a New Account.** To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. **What this means for you:** When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

**27. Notices.**

- a. Name, Address, or Contact Information Changes. You are responsible for notifying us of any address, contact, or name changes. The Credit Union is required to attempt to communicate with you only at the most recent contact information that you have provided to us. We may accept verbal requests, written communication, digital banking profile updates, and online banking secure messaging as forms of notification that a name, address, or contact change is necessary; however, we may require any other notice from you to us be provided in writing. For purposes of accuracy, we may verify and correct, complete, or update your contact information in our records, including name, address, email address, and phone number, through information obtained from third parties.
- b. Notice of Amendments. Except as prohibited by applicable law, we may change the terms of this Agreement. We will notify you of any changes in terms, rates, or fees as required by law.
- c. No Waiver of Rights. Our failure to enforce at any time any provision of the Agreement does not constitute a waiver of that provision or of any other provisions of this Agreement.
- d. Effect of Notice. Any written notice you give us is effective when we receive it. Any written notice we give to you is effective when it is deposited in the U.S. Mail, postage prepaid, and addressed to you at your statement mailing address or delivered electronically at the email address, as authorized by you. Notice to any account owner is considered notice to all account owners.

**28. Taxpayer Identification Numbers and Backup Withholding.** Your failure to furnish a correct Taxpayer Identification Number (TIN) or meet other requirements may result in backup withholding. If your account is subject to backup withholding, we must withhold and pay to the Internal Revenue Service (IRS) a percentage of dividends, interest, and certain other payments. If you fail to provide your TIN, we may suspend your account.

**29. Statements.**

- a. Contents. If we provide a periodic statement for your account, you will receive a periodic statement of transactions and activity on your account during the statement period as required by applicable law. If a periodic statement is provided, you agree that only one statement is necessary per account number. For share draft or checking accounts, you understand and agree that your original drafts, when paid, become property of the Credit Union and may not be returned to you, but copies may be retained by us or payable through financial institutions and made available upon your request. You understand and agree that statements are made available to you on the date they are mailed or made available online to you. You also understand and agree that drafts or copies thereof are made available to you on the date the statement is mailed to you, or made available online to you, even if the drafts do not accompany the statement.
- b. Examination. You are responsible for examining each statement and reporting any irregularities to us. We will not be responsible for any forged, altered, unauthorized, or unsigned items drawn on your account if: (1) you fail to notify us within sixty (60) days of the mailing date of the earliest statement regarding any forgery, alteration, or unauthorized signature on any item described in the statement; or (2) any items are forged or altered in a manner not detectable by a reasonable person, including the unauthorized use of a facsimile signature machine.
- c. Notice to Credit Union. You agree that the Credit Union's retention of drafts does not alter or waive your responsibility to examine your statements or the time limit for notifying us of any errors. The statement will be considered correct for all purposes and we will not be liable for any payment made or charge to your account unless you notify us in writing within the above time limit for notifying us of any errors. If you fail to receive a periodic statement, you agree to notify us within fourteen (14) days of the time you regularly receive a statement. If a statement is returned to us, we may discontinue sending statements, and any other notices or communications, until a new and valid address is provided to us. We may destroy the originals of any statements, notices, or other communications that are sent to you and returned to us as being undeliverable.

**30. Inactive Accounts.** If you have not made any transactions over a period of 12 months during which we have been unable to contact you by regular mail, we may classify your account as inactive or dormant. Unless prohibited by applicable law, we may charge a service fee for processing your inactive account. If we impose a fee, we will notify you, as required by law, at your last known address. You authorize us to transfer funds from another account of yours to cover any service fees, if applicable. To the extent allowed by law, we reserve the right to transfer the account funds to an accounts payable and to suspend any further account statements. If a deposit or withdrawal has not been made on the account and we have had no other sufficient contact with you within a period specified by the law in the state for the address on your account, the account will be presumed to be abandoned. Funds in abandoned accounts will be reported and remitted in accordance with state law. Once funds have been turned over to the state, we have no further liability to you for such funds, and if you choose to reclaim such funds, you must apply to the appropriate state agency.

**31. Special Account Instructions.** You may request that we facilitate certain trusts, wills, or court-ordered account arrangements. However, because we do not give legal or tax advice, we cannot counsel you as to which arrangements will most appropriately meet the specific requirements of your trust, will, or court order. If you ask us to follow any instructions that we believe might expose us to claims, lawsuits, expenses, liabilities, or damages, whether directly or indirectly, we may refuse to follow your instructions or may require you to indemnify us, post a bond, or provide us with other protection.

**32. Unlawful Internet Gambling, Marijuana-Related Businesses, and Other Illegal or Prohibited Activities.** You agree that you are not engaged in unlawful internet gambling, marijuana-related businesses, or any other illegal or prohibited activity. You agree that you will not use any of your account access devices or services for unlawful internet gambling, marijuana-related businesses, or other illegal or prohibited activities. We may terminate your account relationship if you engage in unlawful internet gambling, marijuana-related businesses, or other illegal or prohibited activities.

**33. Termination of Account.** We may terminate your account at any time without notice to you or may require you to close your account and apply for a new account if (1) there is a change in owners or authorized signer; (2) there has been a forgery or fraud reported or committed involving your account; (3) there is a dispute as to the

ownership of the account or of the funds in the account; (4) any share drafts are lost or stolen; (5) there are excessive returned unpaid items not covered by an overdraft protection plan; (6) there has been any misrepresentation or any other abuse of your accounts; (7) you engage in behavior that is detrimental to the Credit Union or its employees; or (8) we reasonably deem account termination necessary to prevent a loss to us.

Any account owner(s) may terminate an account by giving written notice. We reserve the right to require the consent of all owners to terminate a multiple party account. We are not responsible for payment of any draft, withdrawal, or other item after your account is terminated. If your account is a dividend or interest bearing account, any deposit or part of a deposit that we have returned or attempted to return to you upon termination of your account will no longer bear dividends or interest, as applicable. When the account is closed, you will receive the balance left in the account after we have made all appropriate deductions and charges. The termination of this Agreement and the account does not release you from the obligation for payment of accrued fees or liability for any drafts in process.

- 34. Termination of Membership.** You may terminate your membership by giving us written notice or withdrawing your required minimum share, if any, and closing all your accounts. You may be denied services or expelled for any reason allowed by our Bylaws or applicable law, including causing a loss to the Credit Union.
- 35. Death of Account Owner.** We may continue to honor all transfer orders, withdrawals, deposits, and other transactions on an account until we are notified of a member's death. Once we are notified of a member's death, we may pay drafts or honor other payments or transfer orders authorized by the deceased member unless we receive instructions from any person claiming an interest in the account to stop payment on the drafts or other items. We may require anyone claiming a deceased owner's account funds to indemnify us for any losses resulting from our honoring that claim. This Agreement will be binding upon any heirs or legal representatives of any account owner.
- 36. Severability.** If a court holds any portion of this Agreement to be invalid or unenforceable, the remainder of this Agreement shall not be invalid or unenforceable and will continue in full force and effect. All headings are intended for reference only and are not to be construed as part of the Agreement.
- 37. Class Action Waiver.** Where permitted under the applicable law, you and Westerra agree that each may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any purported class or representative action. Unless both you and Westerra agree, no arbitrator or judge may consolidate more than one person's claims or otherwise preside over any form of a representative or class proceeding.
- 38. Governing Law.** The Agreement is governed by the laws and regulations of the State of Colorado and the United States of America, the Credit Union's bylaws and policies, and local clearing house rules, as amended from time to time. You agree that any legal action regarding this Agreement shall be brought in the state court having jurisdiction in the City and County of Denver, Colorado, and to waive any right to a jury trial.
- 39. Enforcement.** You are liable to us for any loss, cost, or expense we incur resulting from your failure to follow this Agreement. You authorize us to deduct any such loss, 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, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions.

## FUNDS AVAILABILITY POLICY

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This Disclosure describes your ability to withdraw funds at Westerra Credit Union. This policy applies to all checking and Money Market accounts. The Credit Union may hold funds longer on other types of deposit accounts.

- 1. General Policy.** Our policy is to make funds from your cash and check deposits available to you on the business day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once they are available, you can withdraw the funds in cash and we will use the funds to pay checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit before close of business on a business day we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after close of business or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

2. **Reservation of Right to Hold.** In some cases, we will not make all of the funds that you deposit by check available to you on the business day we receive your deposit. Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. However, the first \$225.00 of your deposits will be available the first business day following the deposit. If we are not going to make all of the funds from your deposit available on the day of deposit, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the next business day after we receive your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available.
3. **Holds on Other Funds.** If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it. If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until after the time periods that are described elsewhere in this disclosure for the type of check that you deposited.
4. **Longer Delays May Apply.** We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:
  - We believe a check you deposit will not be paid.
  - You deposit checks totaling more than \$5,525.00 on any one day.
  - You deposit a check that has been returned unpaid.
  - You have overdrawn your account repeatedly.
  - There is an emergency, such as failure of communications or computer equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the fifth business day after the day of your deposit.

5. **Special Rules for New Accounts.** If you are a new member, the following special rules will apply during the first thirty (30) days your account is open. Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$5,525.00 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state, and local government checks will be available on the day of your deposit if the deposit meets certain conditions. For example, the check must be payable to you. Funds from all of the check deposits will be available on the seventh business day after the day of your deposit.
6. **Deposits at ATMs.** Funds from any deposits (cash or checks) made at automated teller machines (ATMs) may not be available until the second business day after the date of your deposit.
7. **Deposits at Shared Branch Facilities.** Generally, deposits made at Shared Branch facilities will not be available until the second business day after the date of your deposit. Depending on the type of check that you deposit, funds may be made available sooner. Please contact the Credit Union to determine when your deposit will be available.
8. **Foreign Checks.** Checks drawn on financial institutions located outside the U.S. (foreign checks) cannot be processed the same as checks drawn on U.S. financial institutions. Foreign checks are exempt from the policies outlined in this disclosure. Generally, the availability of funds for deposit of foreign checks will be delayed for the time it takes us to collect the funds from the financial institutions upon which they are drawn. Fees may apply.
9. **Substitute Checks.** As our member, we think it is important for you to know about substitute checks. The following Substitute Check Disclosure provides information about substitute checks and your rights.

**What is a substitute check?** To make check processing faster, federal law permits financial institutions to replace original checks with "substitute checks." These checks are similar in size to original checks, with a slightly reduced image of the front and back of the original check. The front of a substitute check states: "This

is a legal copy of your check. You can use it the same way you would use the original check.” You may use a substitute check as proof of payment just like the original check.

Some or all of the checks that you receive back from us may be substitute checks. This notice describes rights you have when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

**What are my rights regarding substitute checks?** In certain cases, federal law provides a special procedure that allows you to request a refund for losses you suffer if a substitute check is posted to your account (for example, if you think that we withdrew the wrong amount from your account or that we withdrew money from your account more than once for the same check). The losses you may attempt to recover under this procedure may include the amount that was withdrawn from your account and fees that were charged as a result of the withdrawal (for example, bounced check fees).

The amount of your refund under this procedure is limited to the amount of your loss or the amount of the substitute check, whichever is less. You also are entitled to dividends on the amount of your refund if your account is a dividend-bearing account. If your loss exceeds the amount of the substitute check, you may be able to recover additional amounts under other law.

If you use this procedure, you may receive up to \$2,500 of your refund (plus dividends if your account earns dividends) within ten (10) business days after we received your claim and the remainder of your refund (plus dividends if your account earns dividends) not later than 45 calendar days after we received your claim.

We may reverse the refund (including any dividends on the refund) if we later are able to demonstrate that the substitute check was correctly posted to your account.

**How do I make a claim for a refund?** If you believe that you have suffered a loss relating to a substitute check that you received and that was posted to your account, please contact us by calling (303) 321-4209 or (800) 858-7212, or write to Westerra Credit Union, P.O. Box 9408, Denver, CO 80209-0408.

You must contact us within 40 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the account statement showing that the substitute check was posted to your account, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.

Your claim must include:

- A description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect);
- An estimate of the amount of your loss;
- An explanation of why the substitute check you received is insufficient to confirm that you suffered a loss; and
- A copy of the substitute check or the following information to help us identify the substitute check: the check number, the amount of the check, the date of the check, and the name of the person to whom you wrote the check.

## **ELECTRONIC FUNDS TRANSFER AGREEMENT AND DISCLOSURE**

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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 Westerra 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 checking and savings accounts you have with the Credit Union. Electronic funds transfers are electronically initiated transfer services described below. By signing the membership application, 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. Debit Card. You may use your Card to purchase goods and services from participating merchants. 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. In the event of repeated overdrafts, the Credit Union may terminate all services under this Agreement. You may use your Card and PIN (Personal Identification Number) to:

- Make deposits to your checking or savings accounts.
- Withdraw funds from your checking or savings accounts.
- Transfer funds from your checking or savings accounts.
- Obtain balance information for your checking and savings accounts.
- Make loan payments from your checking and savings accounts.
- Purchase goods and services at merchants that accept Visa.
- Order goods or services by mail or telephone from places that accept Visa.

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

- There may be a limit on the number of Debit Card purchases you make per day.
- You may transfer up to the available balance in your accounts at the time of the transfer.

b. Audio Response. If we approve the Audio Response access service for your accounts, separate PINs (Personal Identification Numbers) will be chosen by you. You must use your PINs along with your account number to access your accounts. At the present time you may use the audio response access service to:

- Withdraw funds from your checking or savings accounts.
- Transfer funds from your checking or savings accounts.
- Obtain balance information for your checking or savings accounts.
- Make loan payments from your checking or savings accounts.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on checking or savings accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.

Your accounts can be accessed under the Audio Response service via a touch tone telephone only.

Audio Response 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 are no limits 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 or per day. No transfer or withdrawal may exceed the available funds in your account.
- See Funds Availability Policy 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, or lower an account below a required balance. 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 would 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.

c. Preauthorized EFTs.

- **Direct Deposit.** Upon instruction of (i) your employer or (ii) the Treasury Department or (iii) institutions, the Credit Union will accept direct deposits of your paycheck or of federal recurring payments, such as Social Security, to your account.
- **Preauthorized Debits.** Upon instruction, we will pay certain recurring transactions from your account.
- **Stop Payment Rights.** If you have arranged in advance to make regular electronic fund 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 verbally or in writing at any time up to three (3) business days before the scheduled date of the transfer. We require written confirmation of the stop payment order to be made within fourteen (14) days of any verbal notification. If we do not receive the written confirmation, the verbal stop payment order shall cease to be binding fourteen (14) days after it has been made.
- Stop payment applies only to the electronic funds transfer noted in the stop payment order.
- **Notice of Varying Amounts.** If these regular payments vary in amounts, 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.

d. Electronic Check Conversion/Electronic Returned Check Fees. If you pay for something 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 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 (verbally or by a notice posted or sent to you) that the transfer may be processed electronically or if you sign a written authorization.

e. Online Banking. If we approve the Electronic / PC access service for your accounts, a separate PIN (Personal Identification Number) will be chosen by you. You must use your PIN along with your account number to access your accounts. At the present time, you may use the Electronic access service to:

- Withdraw funds from your checking and savings accounts.
- Transfer funds from your checking and savings accounts.
- Obtain balance information for your checking and savings accounts.
- Make loan payments from your checking and savings accounts.
- Make bill payments to preauthorized creditors.

Your accounts can be accessed under the Electronic/PC access service via personal computer. Electronic 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. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, or lower an account below a required balance. 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 the 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 or withdrawal requests you may make in any one day.
- See Funds Availability Policy for transfer limitations that may apply to these transactions.

## 2. **Conditions of Electronic Access 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 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. Purchases and cash withdrawals made in foreign currencies using your Visa credit card will be debited from your account in U.S. dollars. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa from a range of rates available in the wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives or the government mandated rate in effect for the applicable central processing date. The exchange rate used on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date.

A fee of 0.8% of the amount of each single transaction, or 1% for each multiple transaction calculated in U.S. dollars, will be imposed on all currency foreign transactions, including purchases, cash withdrawals, and credits to your accounts. A foreign transaction is any transaction that you complete or a merchant completes on your card outside of the United States, with exception of U.S. military bases, U.S. territories, U.S. embassies, or U.S. consulates.

- d. Personal Identification Number (PIN). You may use one or more PIN(s) with your electronic funds transfer. The PIN(s) issued to you are for your security purposes. Any PIN(s) 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 PIN(s). You agree not to disclose or otherwise make your PIN(s) available to anyone not authorized to sign on your accounts. If you authorize anyone to use your PIN(s), that authority shall continue until you specifically revoke such authority by notifying the Credit Union. You understand that any individual you disclose your PIN(s) to may obtain information and withdraw or transfer funds from any of your accounts. If you fail to maintain the security of these PIN(s) and the Credit Union suffers a loss, we may terminate your electronic access services immediately.
- 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 jointly and severally shall be responsible for all EFT transactions to or from any checking, savings, or loan accounts as provided in this Agreement. Each joint account owner, without the consent of any other account owner, may and hereby is 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.

3. **Fees and Charges.** Fees and charges for electronic funds transfer services are set forth on the Fee Schedule. From time to time, the fees may be changed. We will notify you as required by applicable law.

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 (and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer).

The ATM surcharge will be debited from your account if you elect to complete the transaction or continue with the balance inquiry.

4. **Member Liability.** You are responsible for all EFT transactions you authorize. If you permit someone else to use an EFT service, your Card, or your PIN, you are responsible for any transactions they authorize or conduct on any of your accounts.

**Debit Card.** Tell us AT ONCE if you believe your Card has been lost or stolen or if you believe someone has used your Card or PIN(s). You must notify us in person, verbally, or in writing, of the loss, theft, or possible unauthorized use of your Card at the address or phone number set forth below. Until you notify us, you will be liable for the lesser of \$50.00 or the amount of money, property, labor, or services obtained by the unauthorized use of your Card. "Unauthorized use" means the use of a credit/debit card by a person, other than the cardholder, who does not have actual, implied, or apparent authority for such use, and from which the cardholder received no benefits. If your card is lost or stolen under circumstances where you are free from fault, you will have no liability for any unauthorized use of your Card.

**Audio Response, Online Banking, and Other EFT Transactions.** For all other EFT transactions, your liability for unauthorized transactions is determined as follows:

If you tell us within two (2) business days, you can lose no more than \$50.00 if someone used your Personal Identification Number (PIN) 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 PIN or code, and we can prove that we could have stopped someone from using your PIN or code without your permission if you had told us, you could lose as much as \$500.00.

Also, if your statement shows transfers that you did not make, tell us at once. If you do NOT tell us within sixty (60) days after the statement was mailed or made available online 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 we determine that you had cause for not telling us (such as a hospital stay in which you were incapacitated), we will extend the time periods. If you believe your PIN has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call:

**(303) 321-4209 or (800) 858-7212**

or write to:

**Westerra Credit Union  
P.O. Box 9408  
Denver, CO 80209-0408**

or email to:

**email@westerracu.com**

For requests that include personal information, please utilize secured messaging through digital banking.

If you permit someone to use your Card, or have access to your PIN, and that person used your Card/PIN, we will treat this as though you have authorized the person to use your Card/PIN. You will be liable for fraudulent use of your Card/PIN or your account in any situation where we can demonstrate that you acted alone or with others in an attempt to defraud us.

#### **5. Right to Receive Documentation.**

- a. Periodic Statements. Transfers and withdrawals made through any ATM or Point of Sale (POS) terminal, Debit Card transactions, Audio Response transactions, preauthorized EFTs, Online Banking 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 may get a receipt at the time you make any transaction (except inquiries) involving your account using an ATM, POS terminal, or Debit Card transaction with a participating merchant.
- 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 (303) 321-4209 or (800) 858-7212. This does not apply to transactions occurring outside the United States.

#### **6. 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;
- To comply with government agency or court orders; or
- If you give us your written permission.

#### **7. Business Days.** Our "business days" are Monday through Friday, excluding federal holidays.

#### **8. 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 PIN(s) 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 or any participating ATM network.
- If the electronic transfer is not completed as a result of your willful or negligent use of your PIN, or any EFT facility for making such transfers.
- If the telephone or computer equipment you use to conduct audio response or Online Banking 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 the date of the bill payment transfer made by the Credit Union. For any other error or question you have involving the billing statement or 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.

- 9. 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, or delivered electronically at the email address authorized by you. 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 notices 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.

The following information is a list of safety precautions regarding the use of Automated Teller Machines (ATMs) and Night Deposit Facilities:

- Be aware of your surroundings, particularly at night.
  - Consider having someone accompany you when the ATM or night deposit facility is used after dark.
  - If another person is uncomfortably close to you at the time of your transaction, ask the person to step back before you complete your transaction.
  - Refrain from displaying your cash at the ATM or night deposit facility. As soon as your transaction is completed, place your money in your purse or wallet. Count the cash later in the safety of your car or home.
  - If you notice anything suspicious at the ATM or night deposit facility, consider using another ATM or night deposit facility or come back later. If you are in the middle of a transaction and you notice something suspicious, cancel the transaction, take your Card or deposit envelope, and leave.
  - If you are followed after making a transaction, go to the nearest public area where people are located.
  - Do not write your Personal Identification Number on your card.
  - Report all crimes to law enforcement officials immediately.
- 10. Billing Errors. *Important Information Regarding Your Account.*** In case of errors or questions about electronic funds transfers from your savings or checking account, telephone us at the following number or send us a written notice to the following address 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 sixty (60) days after we sent the FIRST statement on which the problem appears.

Call us at:  
**(303) 321-4209**

or write to:  
**Westerra Credit Union**  
**P.O. Box 9408, Denver, CO 80209-0408**

or email to:  
**email@westerracu.com**

For requests that include personal information, please utilize secured messaging through digital banking.

- 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 and date of the suspected error.

If you tell us verbally, we will require that you send us your dispute or question in writing by completing, signing (including verification by notary where indicated), and returning the necessary forms (to be provided by us) within ten (10) business days. If we do not receive written notice within ten (10) business days, we will proceed with the investigation of your issues, but will not have sufficient information to credit your account.

We will determine whether an error occurred within ten (10) business days after we receive the written dispute or question 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 dispute 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.

For errors involving new accounts, point-of-sale, or foreign initiated transactions, we may take up to 90 days to investigate your dispute or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error. 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.

- 11. Termination of EFT Services.** You may terminate any EFT service under this Agreement at any time by notifying us in writing and stopping your use of your Card and any PIN. 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 EFT Agreement at any time by notifying you verbally or in writing. If we terminate this EFT 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 PIN for any EFT service. Whether you or the Credit Union terminates this EFT Agreement, the termination shall not affect your obligations under this Agreement for any EFTs made prior to termination.
- 12. Class Action Waiver.** Where permitted under the applicable law, you and Westerra agree that each may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any purported class or representative action. Unless both you and Westerra agree, no arbitrator or judge may consolidate more than one person's claims or otherwise preside over any form of a representative or class proceeding.
- 13. Governing Law.** This Agreement is governed by the laws and regulations of the State of Colorado and the United States of America, the Credit Union's bylaws and policies, and local clearing house rules, as amended from time to time. You agree that any legal action regarding this Agreement shall be brought in the state court having jurisdiction in the City and County of Denver, Colorado, and to waive any right to a jury trial.
- 14. Enforcement.** You are liable to us for any loss, cost, or expenses we incur resulting from your failure to follow this Agreement. You authorize us to deduct any such loss, 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, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection action.

## ELECTRONIC DISCLOSURE AND CONSENT

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By selecting the checkbox in front of the statement "I have read the Electronic Disclosure and Consent and I consent to the use of electronic records in connection with this application," you agree that you have received and accept the "Member Account Agreements, Disclosures, and Information Guide," the current "Service Charge and Fee Schedule", and the current rates as published on the westerracu.com website, and/or you have printed these

disclosures as described below under "Printing" and wish to continue with the account opening process. The following terms and conditions apply to our delivery and your receipt of these Disclosures online.

**Scope of Online Consent.** Your consent to receive these documents online includes the following documents provided on the Westerra Credit Union website: (1) the "Member Account Agreements, Disclosures, and Information Guide" and the "Service Charge and Fee Schedule," both accessible via the Disclosures and Agreements link, (2) the current deposit account rates, accessible via the Savings Rates link, and (3) any amendments the Credit Union makes to these documents from time to time which are incorporated herein.

**Browser Requirements.** Recommended browsers include the most recent version of major browsers. Always keep your browsers up to date.

**Paper Copies.** You have the right to request and receive a paper copy of the "Member Account Agreements, Disclosures, and Information Guide," the "Service Charge and Fee Schedule," and/or the current deposit account rates at any time by contacting any branch office or requesting the documents by telephone at 303-321-4209 or 1-800-858-7212 or email at [email@westerracu.com](mailto:email@westerracu.com). There is no fee for requesting the paper documentation.

**Printing.** To download or print these disclosures, go to [www.westerracu.com/resources/disclosures](http://www.westerracu.com/resources/disclosures). All disclosures and future revisions will be available to be printed by you.

Once you have reviewed the disclosure, you can return to the account opening page, select the checkbox as noted above, and resume the online account opening process.

## Westerra Credit Union Privacy Notice Revised 06/24

FACTS: What does Westerra Credit Union ("Westerra") do with your personal information?	
<b>Why?</b>	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
<b>What?</b>	The types of personal information we collect and share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> <li>• Social Security number and income</li> <li>• Account balances and payment history</li> <li>• Credit history and credit score</li> </ul>
<b>How?</b>	All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information, the reasons Westerra chooses to share, and whether you can limit this sharing.

Reasons we can share your personal information	Does Westerra Share?	Can You Limit This Sharing?
<b>For our everyday business purposes</b> - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes</b> - to offer products and services to you	Yes	Yes
<b>For joint marketing with other financial companies</b>	Yes	Yes
<b>For our affiliates' everyday business purposes</b> - information about your transactions and experiences	No	We do not share
<b>For our affiliates' everyday business purposes</b> - information about your creditworthiness	No	We do not share
<b>For our affiliates to market to you</b>	No	We do not share
<b>For our non-affiliates to market to you</b>	No	We do not share

<b>To Limit Our Sharing</b>	>> Contact email@westerracu.com or call 303-321-4209 or 1-800-858-7212 to speak with a financial service representative. >> <b>Please note:</b> If you are a new member we can begin sharing your information 30 days from the date we sent this notice. When you are no longer our member, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.
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<b>Questions?</b>	Call 303-321-4209 or 1-800-858-7212 or visit WesterraCU.com/contact
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<b>Who we are</b>	
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<b>Who is providing this notice?</b>	Westerra Credit Union ("Westerra")
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<b>What we do</b>	
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<b>How does Westerra protect my personal information?</b>	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. We limit collection and use of non-public personal information to the minimum required. We maintain physical, electronic, and procedural safeguards that comply with federal and state standards.
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<b>How does Westerra collect my personal information?</b>	We collect your personal information, for example, when you <ul style="list-style-type: none"> <li>&gt;&gt; Open an account, make deposits or withdrawals from your account</li> <li>&gt;&gt; Pay your bills or apply for a loan</li> <li>&gt;&gt; Use your credit or debit card</li> </ul>
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	We also collect your personal information from others, such as credit bureaus, affiliates or other companies. We collect data through our Mobile apps - data is linked to your identity, but is not used for tracking purposes: <ul style="list-style-type: none"> <li>• Contact Information (name, email address, phone number, physical address)</li> <li>• Financial Information (payment, credit and other financial information)</li> <li>• Location (precise location, coarse location)</li> <li>• Contacts</li> <li>• User Content (customer support)</li> <li>• Identifiers (User ID, Device ID)</li> <li>• Purchases (purchase history)</li> <li>• Usage Data (product interaction, advertising data)</li> <li>• Diagnostics (crash, performance and other diagnostic data)</li> </ul>
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<b>Why can't I limit all sharing?</b>	Federal law gives you the right to limit only <ul style="list-style-type: none"> <li>&gt;&gt; Sharing for affiliates' everyday business purposes - information about your creditworthiness</li> <li>&gt;&gt; Affiliates from using your information to market to you</li> <li>&gt;&gt; Sharing for non-affiliates to market to you</li> </ul> State laws and individual companies may give you additional rights to limit sharing.
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<b>What happens when I limit sharing for an account I hold jointly with someone else?</b>	Your choices will apply to everyone on your account.
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<b>Definitions</b>	
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<b>Affiliates</b>	Companies related by common ownership or control. They can be financial and nonfinancial companies <ul style="list-style-type: none"> <li>&gt;&gt; Our affiliates include companies with the "Westerra" or "Westerra Credit Union" name that are under common control with us.</li> </ul>
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<b>Non-Affiliates</b>	Companies not related by common ownership or control. They can be financial and nonfinancial companies <ul style="list-style-type: none"> <li>&gt;&gt; Non-affiliates we share with include government entities in response to subpoenas and other legal processes, credit bureaus, mortgage companies, companies providing servicing, processing, accounting, or similar types of functions, companies originating loans or loan applications, insurance companies and direct marketing companies.</li> </ul>
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<b>Joint Marketing</b>	A formal agreement between non-affiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> <li>&gt;&gt; Our joint marketing partners include insurance companies.</li> </ul>
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<b>Other Important Information</b>	
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Westerra uses a third-party company called HotJar, which tracks digital experience insights and behavior analytics. This software records about 10 random sessions a day to see how our users are interacting with our site to enable us to make improvements to their overall experience.

We use "cookies" (small pieces of data we store for an extended period of time on your computer, mobile phone, or other device) to make WesterraCU.com easier to use, to make our service better, and to protect both you and WesterraCU.com. You can remove or block cookies using the settings in your browser, but in some cases that may impact your ability to use WesterraCU.com.

Direct Marketing Companies are used solely for the purpose of conducting a general analysis of your experience with Westerra, and may result in additional follow up by a Westerra team member. The Direct Marketing Company will never reach out on Westerra's behalf.

**Collected Information for Mobile App**  
For our everyday business purposes, Westerra collects images of checks on our mobile application to enable you to deposit funds remotely. The images are used to process deposits and display in mobile application transaction history. We do not share these images with external parties for marketing purposes.  
Other images in our mobile application such as the profile picture are uploaded at the user's discretion for purposes of personalization and are only used by the end user.

We may collect user privacy data including your apps usage on your mobile device such as device settings, unique device identifiers, information about your location, and analytical information that may assist with diagnostics and performance. For your convenience, you may be asked to grant permission for access to your mobile device's geolocation data. This information may be collected when you use certain services that are dependent on your mobile device's location (such as the location of an ATM or in store transactions).



Please contact us with any questions at:

303-321-4209

[www.WesterraCU.com](http://www.WesterraCU.com)



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government, National Credit Union Administration, a U.S. government agency.

To learn more visit [www.ncua.gov](http://www.ncua.gov).

Revised 06/2024