

Dover Federal

C R E D I T U N I O N

ELECTRONIC FUND TRANSFERS (EFT) DISCLOSURE

EFFECTIVE AS OF: 12/01/2024

ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES:

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

Electronic Fund Transfers Initiated By Third Parties.

You may authorize a third party to initiate electronic fund transfers between your account and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check or draft to an electronic fund transfer or to electronically pay a returned check or draft charge can occur when a merchant provides you with notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third-party transfers will require you to provide the third party with your account number and credit union information. This information can be found on your check or draft as well as on a deposit or withdrawal slip. Thus, you should only provide your credit union and account information (whether over the phone, the Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include, but are not limited to:

- **Preauthorized credits.** You may make arrangements for certain direct deposits to be accepted into your share draft or share savings account(s).
- **Preauthorized payments.** You may make arrangements to pay certain recurring bills from your share draft or share savings account(s).
- **Electronic check or draft conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking or share draft account using information from your check or draft to pay for purchases or pay bills.
- **Electronic returned check or draft charge.** You may authorize a merchant or other payee to initiate an electronic funds transfer to collect a charge in the event a check or draft is returned for insufficient funds.

Bank to bank transfers.

You may transfer funds between your Dover Federal Credit Union accounts and between the checking and savings accounts at other financial institutions that are linked to your Dover FCU accounts ("linked accounts") via your Online Account Access.

24/7 PHONE ACCOUNT ACCESS TELEPHONE TRANSFERS:

Types of Transfers

You may access your account by telephone 24 hours a day using your personal identification number, a touch tone phone, and your account numbers, to:

- Transfer funds from share draft to share draft
- Transfer funds from share draft to share savings
- Transfer funds from share savings to share draft
- Transfer funds from share savings to share savings
- Transfer funds from money market to share draft
- Transfer funds from money market to share savings
- Transfer funds from line of credit to share draft
- Transfer funds from line of credit to share savings
- Make payments from share draft to loan accounts with us
- Make payments from share savings to loan accounts with us
- Make payments from money market to loan accounts with us
- Get information about:
 - » The account balance for all accounts
 - » Deposit activity for all accounts
 - » Withdrawal activity for all accounts
 - » Transaction history for last 60 days

ONLINE ACCOUNT ACCESS COMPUTER TRANSFERS:

Types of Transfers

You may access your account by computer at www.doverfcu.com and using your personal identification number, and your account numbers, to:

- Transfer funds from share draft to share draft
- Transfer funds from share draft to share savings
- Transfer funds from share savings to share draft
- Transfer funds from share savings to share savings
- Transfer funds from line of credit to share draft
- Transfer funds from line of credit to share savings
- Make payments from share draft to loan accounts with us
- Make payments from share savings to loan accounts with us
- Get information about:
 - » The account balance for all accounts
 - » Deposit activity for all accounts
 - » Withdrawal activity for all accounts
 - » Transaction history for last 60 days

ATM TRANSACTIONS:

Types of Transactions and Dollar Limitations

You may access your account(s) by ATM using your ATM card and personal identification number or Mastercard® debit card and personal identification number, to:

- Make deposits to share draft account(s)
- Make deposits to share savings account(s)
- Get cash withdrawals from share draft and/or share savings account(s)

- » You may not exceed \$760.00 (inclusive of POS) per business day
- Transfer funds from share savings to share draft account(s)
- Transfer funds from share draft to share savings account(s)
- Transfer funds from line of credit to share draft account(s)
- Get information about the account balance of your primary share and the share draft account associated with your card

Some of these services may not be available at all terminals.

Types of Mastercard Debit Card Point-of-Sale Transactions

You may access your share draft account(s) to purchase goods (in person or by phone), pay for services (in person or by phone), get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that a participating merchant will accept.

POINT-OF-SALE TRANSACTIONS:

Dollar Limitations

- Using your Mastercard debit card, you may not exceed \$3,000.00 (inclusive of ATM transactions) in transactions per business day

Currency Conversion and Cross-Border Transaction Fees

If you effect a transaction with your Mastercard debit card in a currency other than US Dollars, Mastercard will convert the charge into a US Dollar amount. The Mastercard currency conversion procedure includes use of either a government-mandated exchange rate, or a wholesale exchange rate selected by Mastercard. The exchange rate Mastercard uses will be a rate in effect on the day the transaction is processed. This rate may differ from the rate in effect on the date of purchase or the date the transaction was posted to your account.

Mastercard charges us a Currency Conversion Assessment of 20 basis points (.2% of the transaction) for performing the currency conversion. In addition, Mastercard charges us an Issuer Cross-Border Assessment of 90 basis points (.9% of the transaction) on all cross-border transactions regardless of whether there is a currency conversion. As a result, we charge you a Currency Conversion fee of .2% and a Cross-Border Transaction fee of .9%. The Cross-Border Transaction fee is charged on all cross-border transactions regardless of whether there is a currency conversion. A cross-border transaction is a transaction processed through the Global Clearing Management System or the Mastercard Debit Switch in which the country of the merchant is different than the country of the cardholder.

FEES

- We do not charge for direct deposits to any type of account.
- We do not charge for preauthorized payments from any type of account.

Except as indicated elsewhere, we do not charge for these electronic fund transfers.

ATM Operator/Network Fees

When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

DOCUMENTATION

- **Terminal transfers.** You can get a receipt at the time you make a transfer to or from your account using an

automated teller machine or point-of-sale terminal. However, you may not get a receipt if the amount of the transfer is \$15 or less.

- **Preauthorized credits.** If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at (302) 678-8000 to find out whether or not the deposit has been made.
- **Periodic statements.**

You will get a monthly account statement from us for your share draft accounts.

You will get a monthly account statement from us for your share savings accounts, unless there are no electronic funds transfers in a particular month. In any case, you will get a statement at least quarterly.

PREAUTHORIZED PAYMENTS

- **Right to stop payments and the procedure for doing so.**

If you have authorized a company or other third party to make regular payments out of your account, you can stop any of these payments by requesting the stop payment in time for us to receive your request 3 business days or more before the payment is scheduled to be made, and by providing us with the required information.

Please refer to our separate fee schedule for the amount that we will charge you for each stop payment order that you give.

- **Right to revoke your authorization.**

If you have authorized a company or other third party to make regular payments out of your account, you may revoke your authorization by completing a written statement of unauthorized debit indicating the reason for doing so. You must also notify the company in writing that you are revoking your authorization, and at our discretion, provide us with a signed copy of your revocation.

- **Notice of varying amounts.**

If these regular payments may vary in amount, the person you are going to pay will tell you, 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.)

- **Liability for failure to stop payment of preauthorized transfer.**

If you notify us in the method previously described of your request to stop one of these payments, and we do not do so, we will be liable for your losses or damages.

FINANCIAL INSTITUTION'S LIABILITY

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 will be liable for your losses or damages. However, there are some exceptions. We will not be liable, for instance:

- 1). If, through no fault of ours, you do not have enough money in your account to make the transfer.
- 2). If you have an overdraft line and the transfer would go over the credit limit.
- 3). If the automated teller machine where you are making the transfer does not have enough cash.

- 4). If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- 5). If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- 6). There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY

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

- 1). Where it is necessary for completing transfers; or
- 2). In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- 3). In order to comply with government agency or court orders; or
- 4). As explained in the separate Privacy Disclosure.

UNAUTHORIZED TRANSFERS

A). Consumer Liability

- **Generally:** Tell us AT ONCE if you believe your card and/or code has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check or draft. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transfers that you did not make, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

- **Additional Limits on Liability for Mastercard debit card:** You will not be liable for any unauthorized transactions using your Mastercard debit card if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of a loss or theft, you promptly report the loss or theft to us. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

B). Contact in Event of Unauthorized Transfer

If you believe your card and/or code has been lost or stolen, call or write us at the telephone number or address listed in this disclosure. You should also call the number or write to the address listed in this disclosure if you believe a transfer has been made using the information from your check or draft without your permission.

ERROR RESOLUTION NOTICE

In Case of Errors or Questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed in this disclosure, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- 1). Tell us your name and account number (if any).
- 2). Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- 3). Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days (20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transfer involved a new account) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation.

Dover Federal Credit Union
1075 Silver Lake Blvd.
Dover, Delaware 19904

Business Days:
Monday through Friday Excluding Federal Holidays

www.doverfcu.com | (302) 678-8000

MORE DETAILED INFORMATION IS AVAILABLE ON REQUEST