

Online Banking Agreement

April 8, 2019

This Agreement and Disclosure (“Agreement”) covers your use of Altra Federal Credit Union’s Online Banking service.

In this Agreement, the words “you” and “your” mean members, joint account owners, and authorized users of Online Banking. The words “we,” “us,” and “our” mean Altra Federal Credit Union. The word “account” means any accounts you have with the Credit Union. By using Online Banking, you agree to all of the terms and conditions in this Agreement. All transactions done on Online Banking are also subject to the terms of the specific deposit or loan account agreements and disclosures and the current service charges schedule.

Using Online Banking

You need a personal computer or mobile device and access to the Internet to use Online Banking. You are responsible for installation, maintenance and operation of any required software or hardware. We are not responsible for errors or failures involving any telephone or cable service, Internet service, software or hardware. We cannot provide diagnostic or technical support for your software or hardware.

Recommended web browsers: The latest version of Internet Explorer is highly recommended. If you have the option to choose 32 or 64 bit browser, choose 32 bit. Please note, Internet Explorer 8 is no longer supported by Microsoft and is no longer a secure browser.

Recommended OS: Windows 7 and later (Windows XP and Office 2003 are no longer supported by Microsoft.)

Types of Transactions

At this time, you may use Online Banking to:

- Review account balances and transaction history
- Transfer funds between your accounts and make loan payments
- Transfer funds to savings, checking or loan accounts of other members whom have been pre-authorized for cross-account transfers
- Schedule one-time or recurring transfers in the future
- View, save or print account statements, check copies, or tax notices
- Review Altra Credit Card balances, transactions and statements
- Make a transfer payment from an Altra savings or checking account to your Altra Credit Card
- Set up email notifications based on account balances, completed transfers, cleared checks, etc.
- Export transactions to Quicken, Quickbooks, MS Money, or a .CSV file
- Submit address, phone or email changes or stop payment requests

Bill Pay, Altra Pay, and Altra Mobile Deposit.

- Bill Pay allows you to pay an unlimited number of bills online. Standard delivery of bills is free. Expedited options will incur charges.
- Altra Pay lets you send money instantly to individuals using your mobile device and your debit card securely. Transaction limits may apply.
- Altra Mobile Deposit allows you to deposit checks remotely by using the camera feature on your mobile device. This service is offered to qualified individuals based on criteria the Credit Union has set.

The above three services have separate user agreements and disclosures.

External Transfer

External Transfer allows you to schedule transfers between Altra and other financial institutions. Please ensure that you have sufficient funds to affect any funds transfers from your Accounts. We may at any time decline to execute any funds transfers that we believe may violate applicable law.

We may verify your Accounts that you add to the Service from time to time. You authorize us to validate the Accounts through the use of a test transfer, in which one or more low value payments will be credited to and debited from the

Account(s). The test credit will always occur before the test debit and will always be of the same amount, so that the balance of your Account(s) will never be less than the actual balance. Once the test transfer is complete we may ask you to access your Account(s) to tell us the amount of the test credit(s) and/or debit(s) or any additional information reported by your bank with the test transfer(s).

You may not make funds transfers in excess of limits described on the Service. We reserve the right to change from time to time the dollar amount of funds transfers you are permitted to make using our Service.

Outbound Transfers (from your Credit Union account into your account at another financial institution) have a \$2,000 per transaction limit; \$2,000 per 24 hours. Outbound transfers are typically credited to your other account within two (2) business days. Inbound Transfers (from your other financial institution into your Credit Union account) have a \$2,000 per transaction limit; \$2,000 per 24 hours.

Transfers into Altra are free; there is a small fee for transfers out of Altra.

Transfers

Electronic withdrawals and/or transfers from a savings or money market account are limited by Federal regulations to a total of six (6) in any one month. This limit includes transfers or withdrawals made through Online Banking, automatic payments or withdrawals, and automatic overdraft protection transfers.

The Credit Union may, at its discretion, approve a transaction that takes an account balance negative, which would incur a standard overdraft fee. The Credit Union also reserves the right to refuse a transaction that would result in insufficient funds, draw on unavailable funds, or take an account below a required minimum balance.

eStatements and Electronic Notices

When you register for online banking, you may consent to receive your periodic account statements online through our eStatement service. You must provide a valid email address and log in to Online Banking to receive eStatement services. New members must log in to Online Banking at least once by the end of the month in which you became a member, or a paper statement will be sent. If you currently receive paper statements and wish to change to eStatements, simply click on Online Services and select eStatements. Your statement preference is then set going forward until we receive notification from you to change it, if applicable. Your eStatements may include the periodic account and transaction activity for your deposit, loan and credit card accounts; notices for insufficient funds, certificate maturity, and other similar account notices; year-end tax statements for dividends earned and mortgage interest paid and any disclosures.

eStatements and notices are accessed by signing on to Online Banking and clicking on the eStatement button. For credit card eStatements you will need to click on your credit card number on the Accounts Summary page and then the Make Payment/Card Details button in Online Banking. We will send you an e-mail whenever a monthly statement, account notice, or tax form is available for review. You will be able to access statements and other documents online for a period of 36 months. You also have the option to download or print the documents for future reference.

You have the right to request and receive your statements and other documents in paper form, and you may withdraw your consent to receive eStatements at any time. To do this for all but credit card eStatements you will need to contact us at 800- 755-0055. For credit card eStatements you need to click on Online Services, then "Cancel eStatements" located within the credit card page.

If you opt to receive paper statements, there will be a \$1 fee each month you receive a statement.

Account Information Available

Online Banking maintains six months of transaction history online for all accounts. Current or new account balance, transaction, or history information is limited to available information. Accounts may show a Balance and a different available Balance as a result of pending transactions or funds availability.

Security

You will be required to enter your User ID and a password to access your accounts. The first time you use Online Banking, you will be asked for your email address, and you will be asked to provide answers to three Challenge Questions that will be used for Security.

Multilayer Security helps protect you against identity theft or other online fraud. Once you've provided answers to the challenge questions, you can add extra security protection to enroll the computer you are using. After you enroll a computer, you will be able to sign on from that computer without answering a Challenge Question each session. You can enroll multiple computers; we do not recommend enrolling computers you do not regularly use. When you sign on using a computer that is not enrolled, you will be asked to validate your identity by typing in the answer to one of Challenge Questions.

Password Security

For optimal security, we require that you change your password periodically. You are responsible for safeguarding your password. You agree not to disclose or otherwise make your password available to anyone who is not an authorized user on your accounts. You are responsible for all transfers you authorize under this Agreement. If you permit other persons to use Online Banking or your password, you are responsible for any transactions they authorize or conduct on any of your accounts.

Liability for Unauthorized Access

Tell us at once if you believe your password has been lost or stolen, or an unauthorized person has obtained access to your accounts without your permission. Telephoning is the best way of keeping your possible losses down. If you believe anyone has used your Pass- word or accessed your accounts through Online Banking without your authorization, please contact us immediately. During business hours, call 800-755-0055. After hours, you may email info@altra.org.

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 password, you can lose no more than \$50 if someone used your password without your permission. Also, if your statement shows transfers that you did not make, 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.

If your statement shows unauthorized Online Banking transfers, notify us at once. Please refer to the last page of your statement for instructions on reporting errors or questions and the Important Account Information for our Members brochure.

Business Hours

Our Member Contact Center is open Monday through Friday from 7:30 a.m. to 6 p.m. CT. Visit www.altra.org for the location and business hours of your local office.

Stop Payments

You may use Online Banking to place a stop payment on a check or range of checks drawn on your personal Altra Federal CU checking account. Stop payments on checks are not guaranteed until 48 hours after the date of request. A fee will be charged to your account as listed in the current Fee Disclosure.

Credit Union's 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 and the instructions you transmit, we will be liable for your actual losses or damages.

However, we will not be liable:

- If you do not have adequate funds in your account to complete a transaction, your account is closed, the transaction amount would exceed your credit limit on a line of credit, or
- If the funds in your account are subject to an administrative hold, legal process or other claim.
- If your computer fails or malfunctions, if circumstances beyond our control (such as fire, flood, telephone outages, postal strikes, equipment or power failure) prevent making the transaction, or
- If Online Banking is not working properly and the problem would have been apparent when you attempted the transaction.
- If you have not given complete, correct and current instructions.
- If there are other reasonable exceptions.

Fees and Charges

There is no charge for using Online Banking. Some transactions or transfers may be subject to charges under the terms and conditions of that agreement.

Account Information Disclosure

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

- Where it is necessary for completing transfers, or
- In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or
- In order to comply with government agency or court orders, or
- If you give us your written permission.

Please refer to our Privacy Policy for additional details. You received a copy of this document at account opening and annually in your periodic statement. It can also be found under Disclosures.

Termination of Online Banking Services

We may terminate your use of Online Banking if you or any authorized user of your account/password breaches this or any other agreement with us; or if we have reason to believe there has been unauthorized use of your account or password.

You or any other party to your account can terminate your use of Online Banking by calling or writing to us. However, termination of the system will not affect the rights and responsibilities of the parties under this Agreement for transactions initiated before termination.