

Electronic Banking Agreement



This Agreement and Disclosure (“Agreement”) covers your use of Altra Federal Credit Union’s Electronic Banking for Online and Mobile App Banking service. PLEASE RETAIN FOR YOUR RECORDS.

In this Agreement, the words “you” and “your” mean authorized users of Electronic Banking. Electronic banking refers to the use of desktop online banking or mobile app banking access to view your accounts via digital access. 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 Electronic Banking, you agree to all of the terms and conditions in this Agreement. All transactions done via Electronic Banking are also subject to the terms of the specific deposit, loan, or transaction product agreements and disclosures and the current service charges schedule. <https://www.altra.org/about-us/other-services/disclosures>

Updating your Records

You agree to provide us with a true, accurate, and complete email address and other contact information and to update promptly any changes to that information. You can update your information through online banking, calling us at 800-755-0055, or by visiting a location.

<https://www.altra.org/locations>

Accessing Electronic Banking

Electronic Banking is available to Altra members age 13 and older. You need a personal computer or mobile device and access to the Internet to access electronic banking. You are responsible for installation, maintenance and operation of any required software or hardware. You also agree to ensure the security of the personal computer or mobile device used to access electronic banking services by installing and maintaining antivirus software, spyware detection, and/or a firewall. 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 browsers include the latest version of Internet Explorer, Microsoft Edge, Google Chrome, and Safari is highly recommended.

Credentials and Password Security

You will be required to create a User ID and password, input a valid email, and choose security challenge questions upon initial enrollment for electronic banking. This information will be used for subsequent desktop computer access along with Captcha validation for security reasons. Multilayer security helps protect you against identity theft or other online fraud. It is encouraged to set up biometric login with face ID, touch ID, or PIN for using the Altra mobile app for added security.

From your desktop, upon login, you may choose to select check the box “enroll a computer” to authorize 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.

For optimal security, we may 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. In addition, if you believe anyone has used your credentials or accessed your accounts through Electronic Banking without your authorization, please contact us immediately at 800-755-0055 Monday through Friday 7:30am-6pm CST. After hours, you may email info@altra.org.

Reporting unauthorized access is **TIME SENSITIVE**.

- Use of a password without your permission carries a liability of no more than \$50 if you tell us within 2 business days after you learn of the loss or theft of your password.
- Notify us within 60 days of your statement posting should you notice unauthorized transactions. For transfers not reported within the 60 day timeframe, you may not get any money back if we can prove that we could have stopped someone from taking the money with proper notice. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.
- Please refer to the last page of your statement for instructions on reporting errors or questions and the Important Account Information in our Member brochure.

Business Day

Our business days are Monday through Friday, excluding federal holidays. More information regarding hours of operation can be found at <https://www.altra.org/locations>.

Features

Electronic banking via online or mobile offers multiple features to view and move your money in addition to exporting transactions and statements, setting alerts, changing your contact information, making payments, options to contact Altra, and more. By accepting this agreement as a registered user, you are authorizing Altra's electronic banking software to process your electronic requests submitted for your account(s) via this electronic channel.

Transactional history is visible on the account summary screen for 6 months for all deposit accounts and 36 months via eStatements. Current or new account balance, transaction, or history information is limited to available information. Funds availability, due to pending deposits or debit postings, may affect balance versus available balance in your account(s).

Electronic banking also offers the ability to send a secure message for assistance to Altra via an encrypted channel. All messages sent via this channel will be answered within 3 business hours Monday through Friday 7:30am-6pm CST, except during posted holiday closings found under locations at www.altra.org.

Electronic banking features that allow you to move money such as Transfers, Bill Pay, Send Money, Mobile Deposit, and External Transfer may prompt you to accept an additional disclosure when using the specific product. These and other disclosures can be found along with Altra's Privacy Policy, incorporated herein, at <https://www.altra.org/about-us/other-services/disclosures>.

For additional questions pertaining to the features and functionality of Electronic Banking, you may reach us via secure message, live chat, or by calling 608-787-4500 or 800-755-0055 Monday-Friday 7:30am-6pm CT.

Business/Commercial Electronic Services

Business members may be offered additional features to assist in their business needs. Please contact your business representative to discuss these options.

Fees

Having access to view your accounts via electronic means is free. Individual products, loans, or transfer options may have fees associated with them. In addition, 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. Please refer to the current schedule of services charges for any fees you may incur at <https://www.altra.org/about-us/other-services/disclosures>.

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.

In Case of Errors or Questions about your Electronic Transfers

In case of errors or questions about electronic fund transfers from your savings and checking accounts or if you need more information about a transfer on the statement or receipt, telephone us at the following number or send us a written notice to the following address as soon as you can. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem appears. Call us at: (800) 755-0055 or write to: Altra Federal Credit Union • 1700 Oak Forest Drive • Onalaska, WI 54650

- 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 of the suspected error.

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

We will determine whether an error has occurred within ten (10)* business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45** days to investigate your complaint 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. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account.

We will tell you the results within three (3) 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.

**If you give notice of an error within 30 days after you make the first deposit to your account, we will have 20 business days instead of ten (10) business days to investigate the error.*

***If you give notice of an error within 30 days after you make the first deposit to your account, notice of an error involving a point-of-sale (POS) transaction, or notice of an error involving a transaction initiated outside the U.S., its possessions and territories, we will have 90 days instead of 45 days to investigate the error.*

eStatements and Electronic Notices for Deposit and Loan Accounts

When you register for banking electronically, you may consent to receive your periodic account statements online through our eStatement service found in the eStatements tab. You must provide a valid email address. A paper statement will be sent to new members who do not log in to Online Banking at least once by the end of the month in which you became a member. Members may enroll in eStatements by logging in and selecting the eStatements tab and accepting the disclosure. Your eStatements tab may include the periodic account and transaction activity for your deposit and loan 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.

You will be able to access, download, or print documents and statements and other documents online for a period of 36 months. You have the right to request and receive your statements and other documents in paper form (see current service fees schedule), and you may withdraw your consent to receive eStatements (paper statement fee applies) at any time by contacting Altra at 800- 755-0055.

eStatements and Electronic Notices for Credit Card Accounts

To enroll in electronic statements for your credit card, click on the blue “Card Details and Payment Options” button next to your credit card found on the Accounts Summary page in Online Banking. This will bring you to a new page where you can change your statement preference for the credit card to “go paperless”. You will receive an email when credit card statements and notices are available for viewing. To cancel eStatements for your credit card, navigate to the same page to “cancel”.

Relationship to Other Agreements

You agree that when you use Online and Mobile App electronic banking services, you will remain subject to the terms and conditions of all existing agreements with the Credit Union. You acknowledge that certain message and data rates may apply from your wireless service providers and/or wireless carriers which might impact your use of Mobile App Banking. For example, your mobile service carrier or provider may impose data usage or text charges for your use of or interaction with Mobile Banking, including downloading the software, receiving or sending Mobile Banking text messages, or other use of your mobile device when using the software or other products and services provided by Mobile Banking. You expressly agree that you are responsible for all such fees, limitations, and restrictions and that we may contact you via your mobile device for any purpose concerning your accounts at the Credit Union, including account servicing and collection purposes.

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.
- In accordance with our privacy policy.

Terminations 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.