

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.

By using Electronic Banking, you agree to 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 located at <https://www.altra.org/about-us/other-services/disclosures>. 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.

Definitions

Electronic banking refers to the use of desktop online banking or mobile app banking access to view your accounts via digital access.

In this Agreement, the words “you” and “your” mean authorized users of Electronic Banking.

Registered User means you have enrolled in electronic banking and have a signing role on the deposit or loan account(s) being viewed via electronic banking, and you have the authority to transact on these accounts.

Authorized user means you have a view only role for a business membership as designated by a signer on that business membership.

The words “we,” “us,” and “our” mean Altra Federal Credit Union.

Member means you have an established membership with Altra. Altra is a not-for-profit financial cooperative, and each member owns one “share” of the Credit Union once they have opened a regular membership savings with the credit union.

Account means any deposit or loan accounts you have a signing role on with the Credit Union.

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

Disclosures are documents that detail the agreement between Altra and the member when electing to open a membership, subsequent accounts, secure a loan, or participate in any given service offered for use by any means including electronic banking.

Accessing Electronic Banking

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 Microsoft Edge, Google Chrome, and Safari.

Electronic Banking is available to Altra members aged 13 and older and subject to the Federal Trade Commission’s “Children’s Online Privacy Protection Rule” or COPPA. Therefore, online access for 0-12 years old is not offered.

Relationship to other agreements

We will disclose information to third parties about your account or the transfers or other transactions 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, or
- In accordance with our Privacy Policy found at <https://www.altra.org/about-us/other-services/disclosures>.

Credentials and Password Security

Multilayer security helps protect you against identity theft or other online fraud. You are required to create a User ID and password after validating your personal information upon initial enrollment for electronic banking. This information may also be used for subsequent access along with

reCAPTCHA and one-time passcode validation for security reasons. It is also encouraged to enable biometric login with Face ID, Touch ID, or PIN for using the Altra mobile app for added security.

Upon login from a desktop computer, you may check the box “enroll a computer” to save as an authorized device for account access which removes the need for step-up authentication. You can enroll multiple computers. We do not recommend enrolling computers you do not use regularly as your primary computer. When you sign on using a computer that is not enrolled, you will validate your identity via our security measures again to prevent unauthorized access.

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 transactions you authorize under this Agreement. If you permit other persons to use your User Id and password to access your online banking or mobile app, you are responsible for any transactions they authorize or conduct on any of your accounts.

Altra protects your accounts by locking your online and mobile banking access after a period of inactivity. Please sign into online banking or the mobile app regularly to avoid being unable to access your accounts.

Liability for Unauthorized Access

Tell us at once if you believe your password has been lost or stolen. 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-5:30pm CT. It is beneficial to change your password as soon as possible if you suspect suspicious activity. It is also recommended to change your User Id once you are logged into electronic banking for additional security.

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 two (2) business days after you learn of the loss or theft of your password. Liability may be unlimited if we are not notified in a timely manner.
- If you do NOT tell us within two (2) business days after you learn of the loss or theft of your [card] [code], and we can prove we could have stopped someone from using your [card] [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 with appropriate documentation.

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 and authorized user, you are authorizing Altra's electronic banking software to process your electronic requests submitted for your account(s) via this electronic channel.

Transactions

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 displayed in online or mobile banking is limited to available information. Pending deposits or debit postings may affect balance versus available balance in your account(s). Available balance represents funds available for spending.

Credit Union's Liability for Failure to Make Transfers

If we do not complete a transfer to or from your accounts 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, or the transaction amount would exceed your available credit limit on a line of credit that is linked for overdraft protection, 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, internet service, postal strikes, equipment, or power failure) prevent making the transaction, or
- If you have not given complete, correct, and current instructions.
- If there are other reasonable exceptions.

Research 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, call us at: (800) 755-0055 or write to: Altra Federal Credit Union • 1700 Oak Forest Drive • Onalaska, WI 54650. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem appears. We may require that you send us your complaint or question in writing within ten (10) business days should you verbally notify us.

This notification must include:

- 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.
- Include a signature and your contact information.

Altra's goal is to determine whether an error has occurred within ten (10) business days after we hear from you, however, it may take up to forty-five (45) days to investigate your complaint or question. In the event this is necessary, we will notify you and offer provisional credit in the amount of the reported error to your account for use within ten business days while under investigation. If we do not receive your verbal complaint or question in writing within the requested ten business days noted above, we may not credit your account. Upon completion of the investigation, we will notify you via written explanation. You may ask for copies of the documents that we used in our investigation.

Secure Message

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 on a business day within 3 business hours Monday through Friday 7:30am-5:30pm CT, except during posted holiday closings found under locations at www.altra.org.

eStatements and Electronic Notices

Notices for Deposit and Loan Accounts

When you register for electronic banking, 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. 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 notices, year-end tax statements for dividends earned, mortgage interest paid, necessary disclosures, and special account notices. Multiple tabs easily organize these statements for your accessibility and should be reviewed monthly at a minimum. We will email you when a new notice, disclosure or statement is added.

You will be able to access, download, or print these documents and eStatements 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 fee schedule), and you may withdraw your consent to receive eStatements (paper statement fee applies) at any time by contacting Altra at 800- 755-0055.

Altra Federal Credit union must be able to demonstrate your ability to receive your eStatements. Please log into electronic banking via browser or the mobile app regularly to avoid being deleted as a user and getting switched back to paper statements.

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. Please note there is a fee to receive paper statements.

Please refer to the service fee schedule at <https://www.altra.org/about-us/other-services/disclosures>.

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 or select "More Details" in the mobile app after clicking on your card. 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." If your email is invalid for statement delivery, we will notify you in writing up to 3 times so you can update it. If we do not hear from you after notice, you will be automatically moved back to paper credit card statements.

Additional product features

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. Account and membership disclosures received upon opening your membership are incorporated herein. Altra's Privacy Policy, Service Fees and other important membership information can be found at <https://www.altra.org/about-us/other-services/disclosures>.

Altra does not guarantee the connectivity of third-party budgeting software and money transfer services not offered by Altra. Please contact the third party in the event of errors received when attempting to connect your Altra accounts to these services.

For additional information pertaining to the features and functionality of Electronic Banking, please visit www.altra.org or reach out to us via secure message, live chat, or by calling 608-787-4500 or 800-755-0055 Monday-Friday 7:30am-5:30pm CT.

Updating your Personal Information

You agree to provide us with current, true, accurate, and complete contact information including physical mailing address, phone number(s), and a valid email address. You agree to update any changes to that information within 30 days of said changes so we may communicate with you promptly related to any account or membership notices.

Fees may be imposed due to returned mail or returned emails when we are unable to reach you.

When attempting to locate you, we may impose a service fee as set forth in the Truth-in-Savings Disclosure or on our Service Fees notice found at <https://www.altra.org/about-us/other-services/disclosures>. You can update your information through online banking or the mobile app, calling us at 800-755-0055, or by visiting a location. <https://www.altra.org/locations>.

Fees

Having access to view your accounts via electronic means is free. Individual products, loans, or transfer options may have fees associated with them. 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>.

Data Rates

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 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.

Business/Commercial Electronic Services

Business members may be offered additional features to assist in their business needs. There may be fees associated with specific business products. Please contact your business representative to discuss these options.

Termination of Online Banking Services

We may terminate your use of Online Banking if you or any authorized user of your account breaches this or any other agreement with us; or if we have reason to believe there has been unauthorized use of your account or login credentials. We may also limit access or terminate products and services via online or mobile banking for security purposes, due to inactive use, and to limit losses.

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.