

Conversion Resource

Conversion Date
Monday, March 31, 2025

Refer to this booklet for essential resources and information regarding your transition to membership at Alive Credit Union.



Healthcare | **Marketplace** | **Local Communities** | **City** | **Law Enforcement**

ALIVECU.COOP | 904.296.1292

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NCUA





Welcome to Alive Credit Union

We're thrilled to welcome City & Police Federal Credit Union members to Alive Credit Union. While joining our credit union family may not have been part of your original plan, we're confident you'll find our expanded financial products and services valuable, convenient and worth staying for.

Once the merger is complete, you'll have access to additional branches in Jacksonville, Florida, as well as one in Hammond, Louisiana, 70,000+ surcharge-free ATMs through our extended network, an enhanced selection of financial products and services tailored to your needs, and shared branching, providing you with greater convenience and access to your account at locations nationwide.

We understand that change can sometimes feel overwhelming. That's why we've worked hard to ensure any changes were made only when necessary to streamline processes and maintain exceptional service.

In the weeks following the system conversion, you may encounter minor delays when contacting or visiting us. We appreciate your understanding and patience as we work diligently to restore the efficient, high-quality service you expect and deserve.

Thank you for trusting Alive Credit Union with your financial needs. We're excited about this new chapter and look forward to serving you!



About the Merger

The merger that is referred to in this booklet is the process that will consolidate City & Police Federal Credit Union account information and offices with Alive Credit Union. This will allow all members to use the same branches, ATMs, online services and more.

Your New Credit Union



Alive Credit Union has proudly served the Jacksonville community for over 70 years, building strong partnerships with organizations including Florida Blue, Baptist Health, HCA Hospitals, Ascension St. Vincent's, UF Health, the Mayo Clinic and many others. Guided by the cooperative principle of *"people helping people,"* we are especially pleased to now welcome law enforcement and the city of Jacksonville employees to our membership.

Headquartered in Jacksonville, Florida, Alive Credit Union serves nearly 20,000 members and manages assets of close to \$280 million. Our mission is to empower our community by offering inclusive banking tools and resources that expand economic opportunities for all. Through financial education, active community involvement and personalized member support, we've been making a meaningful impact on the lives of our members since 1954.

Every decision we make is rooted in our commitment to maintaining a strong, resilient credit union - one that will continue to serve you and your family for generations to come.

*Inspiring financial wellness
since 1954*





Conversion Resource

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CONVERSION CHECKLIST

While we've made every effort to automate the conversion process, there are still a few tasks that will require your attention. Please refer to the checklist below to help guide you through the necessary steps.

The system conversion takes place on **Monday, March 31, 2025**

- Update your ACH deposits to reflect your Alive banking information
- Update your recurring payments linked to your debit card, such as subscriptions (ie. Netflix), gym memberships or other services that have your debit card on file.
- Activate your new Alive debit card (arriving to your home one-week prior to conversion) and choose your new PIN by calling (800) 290.7893
- Update your banking website to AliveCU.coop
- Download Alive's Mobile Banking App from your applicable App store

We will regularly update our website at AliveCU.coop with important announcements about system availability and related matters. Please anticipate some service interruptions throughout the day on Monday, March 31st.



DEPOSIT SERVICES



ACCOUNT NUMBER STRUCTURE

For most members, your general membership account number will not change. For a small handful, there will be a change which will be communicated directly to those affected.

Due to system processing differences, we need to make a modification to everyone's checking account number structure. All checking account numbers will be converted to 13 digits. This consists of a (3) three digit prefix combined with a (10) ten digit account number. Your (10) ten digit account number will be your general membership number with leading zeros.

For example, if your general membership number with City & Police was 123456, your checking account number will be

Your Prefix	Leading Zeros	General Mbrshp Acct #
321	0000	123456

The '3' in your prefix indicates that this is a checking account. The '21' indicates the share ID which can be found on your monthly account statement or inside Online Banking. The remaining digits are your general membership account number prefilled to (10) ten digits.



SAVINGS ACCOUNTS

Your membership at Alive begins with a primary savings account. Minimum shares required to be held in your savings account represent your ownership rights in the credit union. Please refer to the Account Disclosure section at the end of this booklet for the terms and conditions pertaining to your new savings account.

If you would like to request a new ATM card for your savings account, please contact Member Services at (904) 296.1292 after conversion.



CHECKING ACCOUNTS

Your City & Police checking account has been converted to the Alive checking account that most closely matches the features of your original account - the **Free Checking**.

There are also other options available for you to choose from:

ACCOUNT REQUIREMENTS	55+	FRESH START	STUDENT	FREE	INTEREST
AGE	55+	18+	13 - 17	18+	18+
BALANCE REQUIREMENT	\$0	\$0	\$0	\$0	\$2,500
MONTHLY CHARGE	\$0 with Direct Deposit or \$5	\$5	FREE	FREE	\$0 w/Average Daily Balance or \$8
DIVIDENDS EARNED	N/A	N/A	N/A	N/A	Yes, w/Balance of \$2,500+
CHECK WRITING	Unlimited	Unlimited	N/A	Unlimited	Unlimited

To make a change, please contact a Member Services representative after conversion by calling (904) 296.1292.

CHECKS: You may continue to use your City & Police checks through December 31, 2025. If you would like to place an order for new checks, please contact Member Services at (904) 296.1292 after the conversion.

If you are using a third-party to order checks, please be sure to provide them with your 13-digit Alive account number and the Alive routing number which is 263078837.

DEBIT CARDS: New Alive debit cards will be making their way to your home address on file approximately one-week prior to conversion. To activate your new Alive debit card and choose your new PIN, please call (800) 290.7893. To successfully activate your card, you'll need to call from the phone number we have on file. If you're unsure whether we have your correct number, please reach out to confirm in advance.

Your current City & Police debit/ATM card will be deactivated in the early morning hours of April 1, 2025 at which time you should begin using your Alive debit card. Once you are successfully able to use your Alive card, please destroy your old City & Police card.



CERTIFICATE ACCOUNTS

RATES & TERMS: All certificate accounts will retain their original rate and term until maturity. Upon maturity, your certificate will be subject to Alive certificate account terms and conditions.

DISTRIBUTION OF INTEREST: Your interest distributions will remain the same.



MONEY MARKET ACCOUNTS

Your City & Police money market account will be converted to an Alive money market account. A current listing of Alive rates can be found at AliveCU.coop. Please refer to the Account Disclosure section at the end of this booklet for the terms and conditions pertaining to your new money market account.



INVESTMENT SERVICES

Your investment services will remain with your current investment services provider.



INSURANCE OF ACCOUNTS

Your shares on deposit at Alive are federally insured by the National Credit Union Administration (NCUA) up to a maximum of \$250,000.00 depending on the ownership interest of the account. The NCUA is an independent agency and is backed by the United States Government.





LENDING SERVICES





LOANS

The terms, conditions and due dates for any loans you have with City & Police will remain the same at Alive.

PAYMENT & DUE DATE INFORMATION: Your payment and due date will not change.

PAYMENT METHODS:

Payments by Internal Recurring Transfer - If your payment is made internally between two accounts held at the credit union, there's no need for you to make any changes. You can also login to Online Banking at AliveCU.coop and set up one-time or recurring transfer payments from your Alive savings or checking account.

Payments by External Bill Payer Services - If you use another financial institution's bill payer service to send payments, you will need to update that payment to reflect your accurate account number and Alive's routing and transit number which is 263078837.

In order for Alive to receive your payment electronically through bill payer, you must use a 13 digit account number format. Your loan number through bill payer should be structured as a (3) three digit prefix, followed by a (10) ten digit account number.

For example, if your general account number with Alive is 123456, your loan account number will be something similar to **4ID0000123456**



The '4' in your prefix indicates that this is a loan. The following (2) two digits indicate the loan ID, which can be found on your monthly statement or inside Online Banking. The remaining digits are your general membership account number, prefilled to (10) ten digits.

Payments by Check -

- **Mailing Address** - When mailing your payment, please use Alive's main office address: **Alive Credit Union, 9790 Touchton Road, Jacksonville, Florida 32246**. Be sure to include your loan account number on all check or money orders.
- **Payee:** Make your check payable to Alive Credit Union.
- **Coupon Books** - To use your current coupons, you must update the mailing address as indicated above for your payment to credit timely. Please note that coupon payment books will no longer be issued once your current supply is exhausted. Arrangements can be made if you prefer to continue to use payment coupons. Please contact us at (904) 296.1292 to request additional coupons.

Payments at a Branch - You may make your payment at any Alive or Shared Branching location. For a complete listing of branch locations, visit AliveCU.coop, and click on the Locations link at the top of the home page.

Using Telephone Banking - Dial Telephone Banking at (904) 296.1292, option 2 at any time to transfer your payment from an Alive savings or checking account to your loan. You may also make payments by phone with a Member Services representative by calling (904) 296.1292.

Other Payment Options - Alive can initiate an automatic debit to collect your loan payment. Please contact a Member Services representative at (904) 296.1292 for details regarding setting up automatic debits.



CREDIT CARDS

Your City & Police credit card has been converted to an Alive credit card through our shared credit card service provider, Elan Financial Services. Interest rates and card terms will remain the same at Alive. As your existing card approaches expiration, a new card bearing the Alive logo will be issued. Please continue to use your existing City & Police card until then.



CREDIT LIFE & DISABILITY

We are pleased to share that Credit Insurance for members 67 and under will now be provided by our partner, Minnesota Life Insurance Company. This coverage cancels your loan balance



or reduces your monthly payment if you become disabled or pass away, offering valuable protection to help ease the financial burden for you and your loved ones in challenging times. As part of this transition, disability rates have been reduced, while life insurance rates have experienced a slight increase. All affected members will be notified directly about the change.



OVERDRAFT PROTECTION & OVERDRAFT PRIVILEGE

The following is an overview of your overdraft options.

SHARE TRANSFERS: This option protects you from returned items or declined transactions as long as you have the funds in your savings account to cover your purchase. There is no cost to use this option, no limit to the number of times a share transfer may be made and only the amount needed to clear the item is used.

OVERDRAFT LINE OF CREDIT: To avoid returned items or declined transactions, opt to implement an overdraft line of credit. This coverage kicks in when there aren't enough funds in either your checking or your savings account to cover your transaction. There is no fee to use this option, but you will need to complete a loan application. Simply pay interest on the amount used to clear your items.

OVERDRAFT PRIVILEGE*: We may authorize and pay overdrafts for the following types of transactions.

- ACH
- Checks
- Other transactions made using your checking account
- Recurring online bill payments initiated with your debit card

You also have the option to request authorization and payment of overdrafts for the following transaction types when you choose additional coverage:

- ATM transactions
- Everyday debit card transactions

**Each use of the overdraft privilege results in a non-sufficient funds fee, and the overdraft must be repaid within 30-days of use. This privilege may be revoked at any time. Overdrafts are paid at the credit union's discretion, which means we do not guarantee all transactions will be authorized and paid. If we do not authorize and pay an overdraft, your transaction will be declined.*





ELECTRONIC SERVICES





ACH / DIRECT DEPOSIT

If you receive your paycheck or other income through direct deposit, it will be necessary for you to contact that depositor and provide them with your updated account number along with the routing and transit number for Alive which is 263078837.

The same is true for payments which are made this way. For example, if you have your electric bill automatically debited from your account via Automated Clearing House (ACH) or your debit card, you will need to contact that merchant and request they update their records to reflect your accurate account number and the Alive routing number. Also, be sure to input the new account information on any web or telephone-initiated payments.

Please refer to your account conversion letter to obtain the proper account number format for ACH processing.



TELEPHONE BANKING

You will continue to have 24-hour access to your accounts by calling (904) 296.1292, option 2, or toll-free to (866) 317.4228. The menu will be different, so please listen to the prompts when calling. You will need the following information available.

- **Your Alive savings account number and suffix** (shown on your conversion letter)
- **Your telephone PIN which will be the last four digits of your social security number** (You should change this PIN through the telephone banking system after your initial call.)



ONLINE BANKING

Immediately after conversion, AliveCU.coop will become your credit union website. The site will be your online source for product and service information, branch locations, credit union contact information and online applications.

You'll want to make a point to bookmark this site as your new credit union home page.

ONLINE BANKING LOGIN: To login to Alive's Online Banking for the first time, visit AliveCU.coop, and follow the instructions below.

Login Instructions -

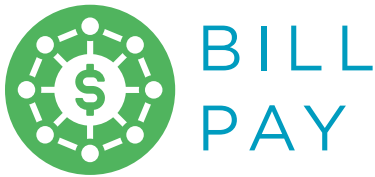
1. Click on the *Online Banking* button located near the top right of the home page
2. Click *Enroll*
(You will need your Social Security number, member account number and the email and phone number associated with your account.)
3. Follow the subsequent prompts



After your initial login, your User ID and Password will be the following:

User ID: Username created when enrolling
Password: Password created when enrolling

FORGOTTEN PASSWORD: If you have logged in to Alive's Online Banking before, but have forgotten your password, use the *Forgot Password* link located in the Online Banking login box. This box appears after selecting the *Online Banking* button on the home page at AliveCU.coop. Follow the on-screen instructions to regain access to your account. To ensure your security, the password reset link must be requested and accessed using the same device within the specified time frame.



To access Alive's Bill Pay, login to Online Banking at AliveCU.coop, and select the Transfer & Pay link on the left side of the screen.

- Although we're dedicated to automating as much of this process as possible, we are unable to transfer existing biller and payment information to the new system. Your existing biller information and payment history will not be available after the conversion. As such, we suggest exporting your current bill pay information in advance of the conversion.
- Payments set-up with a pay date prior to March 26th will be processed as requested.
- Payments with pay dates scheduled after March 26th will need to be rescheduled through Alive's bill payer.



To access mobile banking with Alive, you will need to download the Alive mobile banking app from your app store. You only need to enroll once in either Online or Mobile Banking. If you have already enrolled and created your new username and password in Alive's Online Banking, you may use that to access Mobile Banking.

If you have not yet created your Alive username and password inside Online Banking, you may do so inside the Alive mobile app.

1. Download the Alive Credit Union Mobile Banking app from your app store

2. Open the app

3. Click the *First time user? Enroll now.* link.

(You will need your Social Security number, member account number and the email and phone number associated with your account.)

4. Follow the subsequent prompts

After your initial login, your User ID and Password will be the following:

User ID: Username created when enrolling

Password: Password created when enrolling



INCOMING WIRES:

After the merger, funds should be wired to

Catalyst Corporate FCU
6801 Parkwood Blvd.
Plano, TX 75024
ABA #3119 9051 1

For credit to

Alive Credit Union
9790 Touchton Road
Jacksonville, FL 32246
Account #2630 7883 7
(904) 296.1292

For final credit to

Member Name
Member Account Number

Cutoff time

4:00 PM EST

OUTGOING WIRES: Outgoing wires are available through in person, fax or email requests to info@alivecu.coop.

To request an outgoing wire form, contact Member Services at (904) 296.1292.

The deadline for same day outgoing wire transmission is 3:00 PM EST.

Please refer to the Fee Schedule in this booklet for information regarding wire fees.



ELECTRONIC COMMUNICATION

Alive communicates with members via email to provide surveys, promotional offers, newsletters and account alerts. We will never ask you to confirm or provide account information through email. If you receive an email stating that there is a secure message for you in Online Banking, it will direct you to visit AliveCU.coop to log in securely. We do not include links in emails that lead to pages requesting your PIN, account details, Social Security Number or other private information. Additionally, we will never ask for account information via text messages. If you ever have concerns about the validity of any communication, please contact our Member Services department at (904) 296.1292.





ACCESSIBILITY & OTHER IMPORTANT INFORMATION





BRANCH & ATM ACCESS

After the merger, you will have access to a combination of City & Police and Alive branch locations in the Jacksonville area, as well as expanded ATM options and a national network of surcharge-free ATMs through both the CUHERE/CULIANCE network and the Presto! ATM network located at Publix supermarkets.

For a list of Alive branch locations, visit our website at AliveCU.coop.



SHARED SERVICES

As a member of Alive, you can now access your accounts at over 5,000 locations nationwide through the CO-OP Shared Branch network. This network connects local and national credit unions, offering enhanced convenience wherever you are. Whether you're traveling, relocating or simply away from a local Alive branch, your credit union is always nearby at the closest CO-OP Shared Branch location. You can learn more about this service and accessibility at AliveCU.coop. You may also find a complete list of shared branching locations by visiting SharedBranching.org.



FINANCIAL RESOURCES

At Alive, we are dedicated to improving the lives of our members and others in the communities we serve. As an Alive member, you have access to Certified Financial Wellness Coaches. These experts are here to guide you through life's financial hurdles and help you regain control of your finances for free through an array of personalized financial resources, including:

CREDIT REPORT REVIEW & ANALYSIS: Understand your credit report and take actionable steps to improve it

DEBT ELIMINATION COUNSELING: Develop strategies to reduce and eliminate debt effectively

BUDGET ASSISTANCE: Create a manageable budget tailored to your needs

FUTURE FINANCIAL GOAL PLANNING: Plan for your financial goals with expert guidance

Simply email our coaching team at financialcoaching@alivecu.coop, call 904.296.8465 or schedule an appointment online by visiting AliveCU.coop.



SAFE DEPOSIT BOXES

You now have access to Safe Deposit boxes located at the Alive Baymeadows branch (8367 Baymeadows Way). This is in addition to safe deposit boxes located at the Westside (4830 Waller Street) and Northside (2409 Dunn Avenue) locations. If you are currently renting a safe deposit box from City & Police, your existing rate will be honored until your next renewal. For a list of rental fees, please refer to the Fee Schedule included in this booklet.



STATEMENTS

Every financial institution uses a unique format and provides different details on account statements. When you receive your Alive statement, you may find it helpful to refer to the provided statement sample for guidance. Additionally, the account name and number information included in your account conversion letter can assist you in identifying your specific sub-accounts.

GENERAL STATEMENT INFORMATION:

Delivery Method - At the time of conversion, all members will be enrolled in paper statements. To switch to electronic statements, simply log in to Online Banking at AliveCU.coop, navigate to the Account Information tab and select eStatements.

Final City & Police Statement - You will receive a final statement from City & Police in April showing your balances as of March 31, 2025.

First Alive Statement - If you currently receive monthly statements, you will receive an April statement, delivered in May, from Alive showing your account

information and your balances as of April 30, 2025. We recommend that you review this statement and verify the changes shown in your account conversion letter.

Additional Statements - You will continue to receive separate statements for any credit card account or investment services accounts you hold with partner service providers.

Accessibility -

- **Statement Delivery:** Paper statements are generally mailed out by the 5th of each month and generally arrive in member households by the 10th of each month.
- **Prior Statements:** After the merger, you will be unable to view copies of previous City & Police statements online. Please contact Member Services at (904) 296.1292 for copies.



CONTACT INFORMATION

The contact information below is effective Tuesday, April 1, 2025, once the merger is complete.

Website	AliveCU.coop
Email	info@alivecu.coop
Phone Numbers	(904) 296.1292 Touchton Road Main Office (904) 296.1292, option 2 24-Hour Audio Response
Mailing Address	9790 Touchton Road Jacksonville, FL 32246

Additional branch locations and phone numbers may be found on our website at AliveCU.coop.





ACCOUNT DISCLOSURES



ACCOUNT DISCLOSURE

Charges and Fees. This account disclosure, which is incorporated into your Master Account Agreement with Alive Credit Union, sets forth certain conditions, rates, fees, and charges applicable to your accounts. The Master Account Agreement may be found at alivecu.coop/disclosures.html

Dividend Information. Dividends are paid from current income and available earnings, after required transfers to reserves at the end of dividend period. Except as otherwise disclosed (ie. Money Market Savings), the dividend period for our accounts is quarterly. For example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such period is March 31. The dividend declaration date is the last date of the dividend period, and for the example above would be March 31. All other dividend rates and APY may change as determined by the Credit Union's Board of Directors. Dividends are calculated by the average daily balance method, which applies a periodic rate to the average daily balance in the account for the period. The average daily balance is determined by adding the full balance account for each day of the period and dividing that figure by the number of days in the period. Dividends will begin to accrue on the business day you deposit non-cash items (e.g., checks) to your account. Dividends will be compounded and credited quarterly to the account (on accounts which receive dividends) on the last day of the quarter. If you close an account prior to the end of the dividend period, you will forfeit all dividends not yet credited. Savings accounts earn dividends on balances over \$100.

Interest Checking Account. You must maintain a minimum daily balance of \$2,500 in your Interest Checking account to avoid a service fee. If during any month your average daily balance is below the required minimum, your account will be subject to a service fee of \$8.00 for that month.

Club Account Transaction Limitations. You will be subject to an early withdrawal fee if you withdraw before the annual disbursement date established by Credit Union.

IRA and Health Savings Accounts. The disclosures for Share and Certificates apply to regular and IRA Shares, IRA Certificates and Health Savings Accounts. Share and Certificates in IRA's or HSA's will be owned by the Credit Union as Trustee of the IRA or HSA.

Early Withdrawals, Automatic Renewals, and Callable Feature of Certificates. Each Certificate shall be automatically renewed for successive periods, each equal to the original term of the Certificate, until it is paid on any Maturity Date, or unless we give written notice of our election of non-renewable of the Certificate by mailing notice of such intention to any owner at least ten days prior to Maturity Date. You may request us to pay a Certificate within seven (7) calendar days after Maturity Date without penalty. Otherwise, if you request us to pay a Certificate before any Maturity Date, and we consent to such early withdrawal for any reason, you shall forfeit ninety (90) days interest on Certificates of twelve (12) months maturity or less and one hundred eighty (180) days interest on Certificates of over twelve (12) months maturity. To the extent necessary to comply with this penalty provision, deductions shall be made from the amount withdrawn or the remaining Certificate balance or any other account. In the event we either receive or give notice of an intention not to renew the Certificate and the Certificate is not redeemed on any Maturity Date in writing or in person by you, or we redeem the Certificate, we can, at our option, either transfer all funds represented by the Certificate to any regular Share Account or other account of yours, or pay all funds represented by the Certificate directly to you. A Certificate is "presented" for payment upon request of any owner to pay the Certificate funds if such request is made in writing on in person by you.

Money Market Account. The minimum balance for a Money Market Account is \$2,500. Dividends are paid monthly. (See Dividend information section)

Bylaw Requirements. Upon membership approval, a minimum \$5 deposit is required into a regular share account. If during any day, your Share Account balance falls below this required minimum balance, your account may be subject to a minimum fee of \$5.00 per month.

National Credit Union Share Fund. Member accounts in this Credit Union are federally insured up to at least \$250,000 by the National Credit Union Share Insurance Fund subject to federal laws and regulations.

Interest Rates. For our current rates, please visit alivecu.coop, call us at 904.296.1292, or visit any of our convenient branch locations.

FEE SCHEDULE

At Alive, healthier banking starts with no-cost products and services to help you save more, including:

**FREE MEMBERSHIP • CHECKING & SAVINGS • FINANCIAL WELLNESS COACHING • NOTARY SERVICES • COIN MACHINE
ONLINE & MOBILE BANKING • SHARED BRANCHING • REMOTE DEPOSIT • HOLIDAY CLUB • OVERDRAFT PROTECTION • & MORE!**

MEMBERSHIP:	Account closed within 90 days of opening	\$10
	Bad address/returned mail	\$8
	Inactive account (<i>no activity for 12 months</i>)	\$15 per quarter
	Unsatisfactory account handling	\$100
SAVINGS:	Holiday Club account (<i>early withdrawal</i>)	\$5
	IRA & HSA annual maintenance	\$25 per year
	IRA & HSA termination (<i>rollover, transfer withdrawal</i>)	\$25
CHECKING:	55+ Checking (<i>free with direct deposit</i>)	\$5 per month
	Active Checking (<i>free with five debit card transactions per month</i>)	\$8 per month
	Credit Starter Checking (<i>free when enrolled in eStatements</i>)	\$2 per month
	Fresh Start Checking (<i>exempt from inactivity or early closure fees</i>)	\$5 per month
	Interest Checking (<i>free with \$2,500 average monthly balance</i>)	\$8 per month
	Pulse Checking (<i>\$5 with direct deposit, \$10 without direct deposit</i>)	\$5 or \$10 per month
LOANS:	Easy Cash Plus loan processing fee	\$20
	Existing Alive CU loan refinance processing	\$25
	Expedited electronic title to paper/paper title	Up to \$25
	First mortgage rate modification (<i>based on mortgage balance</i>)	\$1,500 - \$2,500
	Mortgage subordination agreement	\$100
	Repossession or litigation handling	Cost plus \$100
BUSINESS ACCOUNTS:	Business Checking	\$10 per month
DEBIT CARD/ATM/ PREPAID/GIFT:	ATM withdrawal (<i>after two per month, excludes Alive ATMs and Presto</i>)	\$2.50
	Denied chargeback request	\$30
	Expedited card	Cost plus \$8
	Gift card	\$2.50
	International transaction (<i>regardless of where it originated</i>)	1% of transaction
	Inquiry (<i>at non-Alive CU ATMs</i>)	\$2
	Replacement, reopen or instant issue card (<i>except fraud</i>)	\$10
MISCELLANEOUS:	Account research (<i>minimum 1 hour</i>)	\$25 per hour
	Bill Pay – stop payment, return items, check copies, etc.	Actual cost
	Check copy (<i>free via online banking</i>)	\$10
	Checks (<i>temporary checks \$5 x 4 checks / box of checks – price varies</i>)	\$5/Varies
	Coin machine (<i>non-member</i>)	6% of transaction
	Debit card loan payment	\$2.95
	Escheatment	\$50 per account
	Expedited cashier's check	\$25
	Foreign item collection	\$35
	Legal processing and reviews	\$100 per presentment
	Mailed paper statements	\$2
	Notary	\$10 per document
	NSF* – ACH/check/bill pay/recurring debit/POS	\$28 per presentment
	Official check/exchange	\$5
	Official check withdrawal over 1 per day	\$3
	Overdraft privilege fee** (<i>waived if balance will be less than -\$5 negative</i>)	\$28 per presentment
	Overnight mail	Cost plus \$5
	Payment by phone (<i>ACH</i>)	\$2.95
	Reloadable prepaid card activation	\$5.95
	Safe deposit box (<i>Baymeadows, Northside and Westside/Waller St. branches only</i>)	\$25 - \$75 based on size
	Statement copies (<i>free via Online Banking</i>)	\$5
	Stop payment (<i>all items, a series of items, official checks</i>)	\$35
	Unpaid deposited checks & other items (<i>two-party/me-to-me</i>)	\$15-\$30 per presentment
	Wire transfer (<i>outgoing – domestic</i>)	\$25
	Wire transfer (<i>returned/invalid</i>)	Actual cost

Alternative services may be available at a reduced fee or no cost.

*An NSF fee for a return ACH/check/bill pay/recurring debit/POS, will be assessed each time an item is presented with non-sufficient funds. Multiple fees may be assessed related to the same item due to a payee representing a previously returned item. **Federal regulations require members to opt-in to accept payments of overdrafts for ATM and debit card transactions. All rates and fees subject to change. Alive Credit Union is federally insured by NCUA. Equal Housing Opportunity. NMLS# 42280.

MEMBERSHIP & ACCOUNT AGREEMENT

This agreement covers the rights and responsibilities of both parties concerning accounts we offer. In this agreement, the words “you” and “yours” mean anyone who signs a Membership and Account Application, Account Card, Account Update or Change Card, or similar document (collectively referred to as “Account Card”). The words “we,” “us,” and “our” mean the Credit Union. The word “account” means any one or more share or other accounts you have with us. The word “savings” means any share account you have with us. The word “checking” means any share draft account you have with us.

This Agreement explains the rules governing your membership and accounts with us. It is supplemented by the other agreements that you enter into when you open your accounts, such as the Funds Availability Policy and the Electronic Funds Transfer Disclosures, and others. All your agreements and transactions with us are also governed by various applicable federal and state laws and regulations. It is the intent of this Agreement to provide disclosures that we are required by law to give you; to vary by agreement certain aspects of certain transactions that are permitted by law to be varied; and to establish terms and conditions of certain transactions that are not governed by any particular law or regulation.

By signing the Account Card and/or by continuing to use the accounts and services provided by us, each of you, jointly and severally, agree to the terms and conditions in this Agreement, the Account Card; the Rates and Fees Schedule; any Account Receipt or similar document; and Certificate, Certificate Summary or similar document; our Bylaws and policies; and any amendments to these documents from time to time which collectively govern your Accounts. All such documents are hereby incorporated by reference as if fully set forth herein.

Suspension of electronic services and access to share or deposit accounts. Subject to applicable law, we may suspend some or all electronic services and access to your checking or other account(s) if you become delinquent on any of your loan or deposit obligations to us or you cause a loss to us. We shall not be liable to you in any regard in connection with such suspension of services.

APPLYING FOR MEMBERSHIP AND OPENING ACCOUNTS

Membership Eligibility; Application. To open accounts at the Credit Union, you must qualify under our approved field of membership and otherwise meet the membership requirements. This includes an initial deposit of an amount equal to one share in the Credit Union, which amount is set forth on the Account Card, and maintaining at least that amount, in your primary savings account or other qualifying account. Your membership will terminate if you close this account. You agree to complete a Membership Application and you authorize us to check your account, credit, and employment history, and obtain reports from third parties (including credit reporting agencies) periodically to verify your eligibility for membership and the accounts and services you request.

The Credit Union is owned and controlled by its members. You become an owner by meeting the membership eligibility requirements and by depositing the required shares. Upon qualifying as a member and remaining in good standing, you have certain rights as governed by this Agreement, our By-laws, and applicable law, including the right to apply for Credit Union services and accounts and to vote in elections. You are entitled to one vote regardless of the number of shares you own. Shares may be issued in the name of an individual, jointly, or in other ways (e.g. in trust, or in the name of a minor) in accordance with our By-Laws and policies.

Member Identification Program. To help the government fight the funding of terrorism and money laundering activities, as well as to protect you from Identity Theft, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. This means that we will require you to provide, and we will verify, certain information about you when opening an account, in accordance with the requirements of the USA Patriot Act and the Bank Secrecy Act. This will include producing a government-issued picture ID. We may also ask for picture ID, passwords, PINs, or other means of identification and authentication whenever you initiate any transaction with us. We may refuse to open any account or to grant any request if you fail to provide adequate identifying or authenticating information, or we have a good-faith cause to believe that you are not the person you are purporting to be or are otherwise not authorized to open the account or initiate the transaction, and we will not be liable for any loss or expense you may incur due to our refusal. For identification purposes, we may also require you to provide your fingerprints at the time of account opening or at the time you negotiate certain checks.

You will also be required to provide a taxpayer identification number (TIN) or social security number, to be used for this purpose and for subsequent regulatory reporting. We may also request from time to time, and you agree to provide, additional documentation depending on the type of account or service requested. Failure to furnish a correct 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 refuse or suspend opening your account.

Consensual Pledge of Shares; Security Interest; Consensual Lien; Statutory Lien; Right to Set-off; Administrative Freeze: By signing the Account Card or any other deposit or loan agreement or similar document granting a pledge or security interest in your shares, and/or by accessing, using, or otherwise accepting any funds, accounts or services,

you grant the Credit Union, and we impress, a lien on your shares in the Credit Union. You also grant the Credit Union a security interest in such accounts to secure payment of any deposit obligations you owe (e.g., overdrafts, fees, etc.) and any loan or credit card obligations you owe, as well as any expenses we incur in connection with your accounts and services, including reasonable attorney's fees. You acknowledge and agree that we also have similar statutory lien rights in your shares under the Federal Credit Union Act and/or applicable state law, as well as the common law right to set-off and administrative freeze.

"Shares" and "share accounts" means any and all funds, regardless of the source of those funds, in any joint or individual share savings account(s), share draft account(s), club, certificate, P.O.D, revocable trust or custodial account(s) or any other account whether jointly or individually held and whether your obligation under the account(s) is direct, indirect, contingent or secondary and whether held now or in the future. Your pledge and our lien rights do not include any IRA, Keogh or other account which would lose special tax treatment if pledged, or any irrevocable trust or fiduciary account in which you do not have vested ownership interest.

You understand and agree that these rights allow us to apply the funds in your share accounts to any obligations owed to us if you default or fail to pay or satisfy any obligation to us, and we can do so without any legal process, court proceeding or any notice to any owner of the share accounts affected hereunder or otherwise in this Agreement, unless applicable law so requires. You specifically agree that we have the right to place an administrative freeze on any of your share accounts subject to applicable law, and such action shall not violate 11 USC 362 or other applicable law. You understand that these rights are multiple and we can exercise one or all of them pursuant to applicable law. Exercising one right does not waive the right to exercise others. Any payment to any joint owner, beneficiary, or other party for any reason shall be subject to our security interest, consensual lien, and right to set-off.

CROSS-COLLATERALIZATION: Property and/or shares given as security under any deposit, loan, or credit card accounts or services you have with the Credit Union will secure any and all obligations under such accounts or services as well as any account owner's joint or individual obligations to us, now or in the future, whether direct, indirect, contingent or secondary and arising from any loan or credit agreement, insufficient fund items; fees; cost, expenses, reasonable attorney's fees, or otherwise. This clause does not apply if such property is your primary residence, or are non-purchase money household goods.

CREDIT CARD ACCOUNTS: IF YOU HAVE A CREDIT CARD ACCOUNT WITH THE CREDIT UNION, YOU SPECIALLY AGREE THAT THE SECURITY INTEREST, CONSENSUAL LIEN, AND CROSS- COLLATERALIZATION CLAUSES ALSO APPLY TO THAT CREDIT CARD AND THAT GRANTING THESE RIGHTS TO US IS A CONDITION OF OBTAINING THE CREDIT CARD ACCOUNT.

TYPES AND OWNERSHIP OF ACCOUNTS

We offer a variety of deposit and transaction accounts for which you may apply, including savings, checking, and money market accounts which have no particular term or maturity date associated with them; and Share Certificate and Term Share Accounts, which must be maintained for a particular amount of time. Requirements of the accounts such as term, minimum opening deposit or minimum balance requirements, fees, and penalties are set forth in detail in your Truth-in-Savings Disclosure; Rates and Fees Schedule; this Agreement; and other agreements that you may have with us. Ownership of the accounts may be held in a number of ways, such as individually, jointly, in trust, etc. Your account type(s) and ownership features are designated on your Account Card at the time you open the account.

Not all accounts or services may be offered at any given time. We may occasionally offer enhancements or additional benefits to certain accounts or services such as purchase awards or travel accident insurance or other features at no additional cost to you. These features are offered solely at our discretion and can be changed or discontinued at any time with no prior notice to you.

The following describes the types of accounts that are generally available at the Credit Union. All accounts may not be offered or available at any given time.

Savings, Checking, and Money Market Accounts: You may open and close one or more share or savings accounts, checking accounts, or money market accounts, and may periodically deposit and withdraw funds from those accounts via access methods made available to you from time to time, including, but not limited to, share draft/checks, ATM Cards; checkcards or debit cards; telephone; in person; on-line banking or internet; and electronic funds transfers ("EFTs") such as ACH, direct deposit, wire transfers, or preauthorized transfers. All transactions are subject to and in accordance with this Agreement and all other agreements you have with us, including, but not limited to, the Funds Availability Policy; Truth-in-Savings Disclosure; Rates and Fees Schedule; EFT Agreement and Disclosures; and Wire Transfer Agreement.

Share Certificate and Term Share Accounts: Certificate and Term Share accounts have stated Maturity Dates, and funds in those accounts are subject to penalty if withdrawn prior to the Maturity Date. Exact terms of the particular account such as Maturity Date; Annual Percentage Yield; early withdrawal penalty fees; whether the account automatically renews; and other information will be provided at the time you open the account. If you maintain sufficient funds in the account for the full term in accordance with your Agreements, at the end of the term we will pay you the principal amount you deposited, plus dividends or interest on account earnings in accordance with this Agreement. If

you withdraw all or part of your funds from this type of account before the certificate account matures, we will charge you an early withdrawal penalty.

That penalty is generally deducted from the interest that has accrued on the account but may be deducted from the principal, particularly if a sufficient amount of interest to pay the penalty has not accrued. We may at our sole discretion grant you permission to withdraw funds early; if such permission is granted, it will be granted only at the time you request an early withdrawal.

Unless otherwise stated when you open the account, an automatically renewing account shall renew at each maturity date for a period of time equal to the original term and on the same conditions as the original account. The interest or dividend rate applicable to the renewal term shall be that rate that is applicable to new account on like terms in effect at the time the account renews. You can prevent an automatic renewal by providing us written instructions to the contrary or withdrawing funds on or within 10 days after the maturity date. If funds are withdrawn within 10 days after the maturity date, no penalty will be assessed. We may call an automatically renewing account for payment at the end or the original term or any renewing term, and any interest or dividends added to it for compounding will stop earning interest or dividends on the effective date of the call.

If the account is not automatically renewing, no interest or dividends will be earned after the stated maturity date. We will send you a notice on or before the maturity date of your account(s) advising you of the upcoming maturity date and the options available to you.

Club Accounts. Club accounts are deposit accounts that help you save for holidays, vacations, or other special purposes. At the end of the club period, the funds in the club account will be automatically transferred to the account that you designate. Automatic payments may be required during the period and there may be fees for withdrawing funds during the club period. Details will be disclosed on the Rates and Fees Schedule.

IRA/Keogh and Coverdell Education Savings Accounts. IRA accounts are individual retirement accounts and Coverdell ESA accounts are used to save for your child's college education. These accounts may be in the form of share certificates, money market accounts, or other type of account. There may be restrictions on contributions, withdrawals, and other features of the accounts according to Federal law and guidelines. Funds may be tax deductible and/or or tax-deferred. We do not provide tax advice; you should consult with a qualified tax advisor regarding any funds you may have in these accounts. You may be required to sign a separate agreement upon opening these accounts.

Interest- or Dividend-Bearing Accounts. Some of the accounts available earn interest or dividends while others do not. If the account is an interest- or dividend-bearing account, disclosures and terms regarding accrual, crediting, and compounding will be provided in the Rates and Fees Schedule or similar document at the time you open your account. The following describes the types of ownership by which an account may be held.

Individual Accounts. An individual or single-party account is an account owned by one person, including an individual, corporation, trust, or other organization qualified for Credit Union membership. If the account owner dies, the owner's interest passes, subject to applicable law, to the decedent's estate or Payable on Death (POD) beneficiary or trust beneficiary, subject to other provisions of this Agreement and applicable law.

Joint or Multiple Party Accounts. An account owned by two or more persons is a multiple party account. Unless your Account Card specifically states otherwise, multiple party accounts are held in joint tenancy with the right of survivorship. This means that you intend and agree that the balance in the account, upon the death of any party to the account, shall belong to the surviving owner(s). A surviving owner's interest is subject to our statutory lien rights, consensual lien rights, the right of set-off, and to any security interest or pledge granted by a deceased owner, even if a surviving owner did not consent to it.

We reserve the right to require all owners to sign the Account Card. Any and each 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 funds into or out of the account, block or terminate any service or access device, or pledge to us all or any part of the shares without the consent or knowledge of the other owner(s). 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. If we receive written notice of a dispute between owners or inconsistent instructions from them, we may act on any or none of the instructions or, alternatively, we may suspend or terminate the account and require a court order or written consent from all owners to act. One owner may not remove another owner.

Ownership rights and disputes involving the funds in your accounts are subject to your Agreements with us, and applicable state or federal law. We shall not be liable to any owner if we in good faith act upon a valid court order from a court of competent jurisdiction. We will also not be liable if we in good faith refuse to act upon a court order or any instruction from any owner. All owners will be jointly and severally liable for any and all expenses, fees and costs, including reasonable attorney's fees, that we incur, in connection with any dispute regarding the account, regardless of whether the dispute is initiated by an owner or third party. By signing the Account Card, each of you authorizes us to take these expenses from any of your account(s) without prior notice to you.

If a deposited item in a multiple party account is returned unpaid, an account is overdrawn, or if we do not receive final payment on a transaction, all owners, jointly and severally, are liable to us for the amount of the returned item,

overdraft, or unpaid amount and any fees or expenses that we incur, including reasonable attorney's fees, regardless of who initiated or benefited from the transaction. If any account owner is indebted to us, we may enforce our rights against any account of any owner or against all funds in the multiple party account regardless of who contributed them and to what extent.

Payable on Death (POD) Accounts. A Payable on Death (POD) account is an instruction to us that a single or multiple party account so designated is payable to the owner(s) during their lifetimes and, when the last account owner dies, is payable to any named, living POD beneficiary. Sums payable to more than one surviving beneficiary shall be distributed equally to each beneficiary unless the Account Card Indicates a different percentage, and neither beneficiary shall be entitled to the other's interest upon that beneficiary's death. Any POD beneficiary designation shall not apply to Individual Retirement Accounts (IRAs), which accounts are governed by a separate account agreement and beneficiary designation. We are not obligated to notify any beneficiary of the existence of any account or the vesting of the beneficiary interest in any account, except as otherwise provided by law. Any owner may change any beneficiary designation upon written notice to us, on a form approved by us.

Accounts for Minors. We reserve the right to require any account established by a minor to be a multiple party account with an owner who has reached the age of majority under state law and who shall be jointly and severally liable to us for any returned item, overdraft, or unpaid charges or other amounts owing on such account. We may require the minor to sign the Account Card if she is so capable; otherwise, the adult shall sign the Account Card on behalf of the minor, as well as in his own capacity. We may pay funds directly to the minor without regard to her age. 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. We will not change the account status when the minor reaches the age of majority, unless authorized in writing by all account owners.

Uniform Transfers to Minors Account/Uniform Gifts to Minors Account (UTMA/UGMA). An account established under the Uniform Transfers to Minors Act (UTMA) or Uniform Gifts to Minors Act (UGMA) is an individual account created by a custodian who deposits funds as an irrevocable gift to a minor. The account is governed by the applicable UTMA/UGMA law adopted in the state in which the account is held. The minor to whom the gift is made is the beneficiary of the custodial property in the account and as such, the funds in the account belong to the minor. The custodian has possession and control of the account for the exclusive right and benefit of the minor and barring a court order otherwise, is the only party entitled to make deposits, withdrawals, or close the account. We have no duty to inquire or investigate regarding the use or purpose of any transaction or the propriety or impropriety of any action taken by the custodian. If the custodian dies, we may place an administrative freeze on the account, until we receive instructions from any person authorized by law to withdraw funds or a valid court order authorizing withdrawal. Any successor custodian must provide us with, and complete all, written documentation to our satisfaction that authorizes such custodian to act legally on behalf of the minor and ensuring that all applicable laws have been followed. It is agreed that the custodian may be the minor's legal guardian, and if there is more than one legal guardian, we can accept orders and instructions from any legal guardian in accordance with applicable law. When the beneficiary reaches the age of majority, the funds may be paid or withdrawn by the beneficiary without further notice or action by us, and we will not be liable for any disputes arising from such withdrawal. The account will otherwise terminate and be distributed in accordance with applicable law.

Agency, Trust, or other Custodial Accounts. We may open accounts pursuant to any court order, trust agreement, or similar authority in accordance with your desire to establish an account for a trust, probate, custodial, or other fiduciary purpose. Because we do not give legal advice, we cannot counsel you as to which account arrangement most appropriately meets the specific requirements of your trust, will, or court order. The person acting as agent, guardian, custodian, personal representative, trustee or other fiduciary capacity shall be designated as such on the Account Card. Such designation is an instruction to us that the account owner authorizes another person to make transactions as agent for the account owner regarding the accounts designated. For these accounts, you appoint the designated representative listed on the Account Card as your attorney-in-fact to deposit or withdraw funds held in the designated account(s). Your agent has no ownership interest in the account(s) or voting rights in the Credit Union. We have no duty to inquire or investigate regarding the use or purpose of any transaction or the propriety or impropriety of any action taken by the designated representative.

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 or post a bond or provide us with other protection.

Commercial or Business Accounts: Accounts held in the name of a business entity, organization, or member for business or commercial purposes are subject to the terms of this agreement, unless a separate Business Account Agreement or similar document has been signed. Such accounts are also subject to the following terms: You must provide us additional documentation acceptable to us appointing those individuals who are authorized on behalf of the entity to open accounts and transact business. Any changes to such authorization must be made in a writing acceptable to us, and we will not be liable for any actions taken before we are provided with such acceptable written notice of any change in authorization(s). We reserve the right to require that third party checks payable to an entity be deposited into a business account rather than being cashed. We have no duty to inquire or investigate regarding the use or purpose of any transaction or the propriety or impropriety of any action taken by the designated representative, and will have no notice of any wrongdoing unless and until we are informed in writing of such wrong doing.

TRANSFERS OR DEPOSITS TO YOUR ACCOUNT(S)

Deposit and Collection of Items. You may make deposits to any account, in any manner approved by us including, but not limited to, in person, by mail, by electronic transfer, direct deposit, or any other method made available, such as by night deposit box or Automated Teller Machine (ATM). We are not responsible for any deposit made by mail or through a depository not staffed by us until we actually receive the item. If a check, draft or other 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. All transactions are subject to our Funds Availability Policy and related applicable laws.

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, we may deduct the amount returned from any of your accounts, unless prohibited by law.

Crediting of Deposits. Deposits made after the deposit cutoff time and deposits made on either holidays or days that are not our business days will be credited to your account on the next business day.

Liability. In receiving and processing items for deposit or collection, we act only as your collection agent and we assume no responsibility beyond our obligations of good faith and ordinary care. We exercise ordinary care if our actions or inactions are consistent with applicable state law, Federal Reserve regulations and operating letters, clearinghouse rules, and general banking practices followed in the area we serve. We are not liable for the negligence of any correspondent or for loss in transit, and each correspondent will only be liable for its own negligence. We may send any item for collection and any items and their proceeds will be handled in accordance with applicable Federal Reserve and Clearing House rules and other applicable law.

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 negligence 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 or special damages, except liability for wrongful dishonor. You grant us the right, in making payments of deposited funds, to rely exclusively on the form of the account and the terms of this Account Agreement. Any conflict will be resolved by reference to this Agreement.

Endorsements. We may accept transfers, checks, drafts, and other items for deposit into any of your accounts even if they are not endorsed by all payees. If you fail to properly endorse an item, you authorize us to supply any missing endorsement, but we are not required to do so. We may require that certain government checks, insurance company items, or other check or draft be personally endorsed by each and all payees. Endorsements must be made on the back of the share draft or check within 1 1/2 inches from the trailing edge, although we may accept endorsements outside this space. You agree to reimburse us for any loss or expense we incur resulting from an irregular endorsement or other markings by you or any prior endorser.

Charge-back; right of set-off. All items including checks, Automated Clearing House (ACH) transfers or other transfers credited to your account are provisional until we receive final payment. We may charge-back, or debit, your account for the amount of such items under the following circumstances: (1) if final payment is not received; or (2) if, within the normal handling period for such item, the item cannot be honored against the drawer's account; or (3) if a deposited item is returned to us by the financial institution on which it is drawn, even if that financial institution failed to return the item before its midnight deadline; or (4) any other circumstances allowed by law. We may charge-back your account regardless of whether the other financial institution returned the item before its midnight deadline. You further authorize us to pursue collection of previously dishonored items, and you acknowledge that this may permit the pay or bank to hold an item beyond the midnight deadline. When charging-back your account, we may also charge your account with a return item charge and any collection fees or expenses, including reasonable attorney's fees. You acknowledge and agree that we may charge-back your account even if it causes your account to have insufficient funds, and you agree to replenish the funds in your account and to pay any and all overdraft, return, or non-sufficient funds fees and charges. You specifically agree that we may exercise our security interest and right of set-off against any other deposit accounts that you have with us to recover any of these amounts.

Foreign banks. We reserve the right to refuse or return any item or funds transfer. Items drawn on an institution located outside the United States are handled on a collection basis only.

Waiver of notice. You waive any notice of nonpayment, dishonor, or protest regarding items we purchase or receive for credit or collection to your account.

TRANSFERS OR WITHDRAWALS FROM YOUR ACCOUNT(S)

Account Access; Honoring Items; Limitations. You may withdraw or transfer funds from your account(s) in any manner

we permit (e.g., by writing a check; using an ATM or debit card at point-of-sale or at an automated teller machine; in person; by mail; by automatic or preauthorized transfer, ACH, wire transfer or other electronic transfer; by telephone or online banking or bill pay services, or other means made available to you). If the transaction request is made by remote means such as telephone, we are not responsible for any request or order that we believe to be not genuine; we can also refuse to honor such request or order if we in good faith do not believe it to be genuine or have reason to doubt the identity or authentication of the request or. Your ability to transfer funds from your account is always subject to having sufficient available funds in the account(s) and is subject to this and the other Agreements you have with us, including, but not limited to, the Funds Availability Policy. 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. If there are sufficient funds to cover some, but not all of your withdrawal, we may allow those withdrawals for which there are sufficient funds in any order at our discretion.

The law permits us to pay items drawn on your account in any order, even if the order in which we pay items causes an overdraft. We may honor any item or instruction even if it creates an overdraft or negative balance in your account or if it violates any minimum balance requirement or other requirements of the account, in which case you agree to pay all fees, penalties or other charges imposed on you as well as costs incurred by us. We may return as unpaid any item drawn on a form we do not provide or approve, and you are responsible for any loss we incur handling such an item.

To process certain electronic transactions, we may place a temporary hold on your funds which may be for 36 hours or more. We have no control over the other parties to the transactions or the commercial networks used in facilitating the transactions. It is your responsibility to make sure you have sufficient funds in your accounts to cover all transactions, regardless of when those transactions may clear.

For share savings and money market accounts, you may make up to six (6) preauthorized, automatic, telephonic, electronic, or audio response transfers to another account of yours or to a third party during any calendar month. A preauthorized transfer includes any arrangement with us to pay a third party from your account upon oral or written orders including orders received through the automated clearing house (ACH). We may refuse or reverse a transfer that exceeds these limitations and may assess fees against, suspend or close your account. You may make unlimited transfers to any of your loan accounts that you have with us.

We may refuse to allow a withdrawal in some situations, and will advise you accordingly. For example: (1) a legal garnishment or attachment is served; (2) the account secures any obligation to us; (3) required documentation has not been presented; (4) you fail to make payments on a loan that you have with us; or (5) any other reason allowed by applicable law. We may require you to give written notice of seven (7) days to sixty (60) days before any intended withdrawals.

Authorized Signature; Facsimile Signature Device; Forged Checks. Your signature on the Account Card is your authorized signature for account access to and from your account(s). We are authorized to recognize this signature for the payment or transfer of funds, payment instructions, or other purposes relating to your account(s) but we may also allow transfers even without your signature. We will not be liable for refusing to honor any item or instruction if we believe the signature is not genuine. However, we are not required to check the signature for authenticity unless our internal policies and procedures require us to (e.g., if a check is written above a stated threshold amount), and you agree that failure to do so does not constitute failure on our part to exercise ordinary care. You may also authorize the use of a facsimile signature device and, if you have done so, we may honor any draft or other item that appears to bear your facsimile signature even if it was made by an unauthorized person, and we will not be liable for any issues arising from such honor. You are responsible for the use and safeguarding of the facsimile signature device, your checks, and your access codes and as such, you specifically agree that you are in the best position to determine whether your facsimile signature has been used without your consent, or a counterfeit facsimile signature device has been used, or your signature has been forged. Therefore you are required to make a good-faith effort to review any and all statements and items or checks returned to you or made available to you for any unauthorized use of your electronic, mechanical, or facsimile signature. We will not be liable if we honor an item that appears to be authorized by your signature, and you will reimburse us for any loss or costs (including reasonable attorney's fees) that we incur because the facsimile signature was used without your consent or because a counterfeit facsimile signature device was used. Nothing in this provision shall be construed to relieve us of our obligations to act in good faith and to exercise ordinary care.

Automated Processing of Items. You acknowledge and agree that we have adopted automated collection and payment procedures which are standard and reasonable in the industry. This allows us to process a large volume of items efficiently. However, these automated procedures rely primarily on information encoded onto each item in magnetic ink and does not provide for personal inspection of the item by our staff ("site examination"). You agree that in paying an item, we may disregard all information on the item except that which has been encoded onto the item in magnetic ink, such as identity of drawee bank and amount of the item, even if that information is inconsistent with other information printed or written on the item. You agree that we do not fail to exercise ordinary care in paying an item solely because our procedures do not provide for a sight examination of the item. You also agree to reimburse us for any loss or costs (including reasonable attorney's fees), that we incur because the item contained such extra information.

Stale and Post-Dated Items. We maintain the option to pay or dishonor any stale draft or check (i.e., more than six months old) upon presentation. You agree that we are not liable to you for charging your account before the indicated date on a properly payable but post-dated check unless you notify us that you have issued a post-dated draft. The

notice must be given to us in time so that we can notify our employees and reasonably act upon the notice, and it must provide the number of the check, its date, the name of the payee, the exact amount, and the account number on which it is drawn. You understand that the exact information is necessary for us to identify the draft. We are not responsible if you give us an incorrect or incomplete description, or untimely notice. You may make a verbal notice which lapses in fourteen (14) calendar days unless confirmed in writing. A written notice is effective for six (6) months and may be renewed in writing from time to time. 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 which is presented more than six (6) months past its date.

Overdrafts. An overdraft occurs when, on any day, the funds in your account are not sufficient to cover drafts, fees or other items posted to your account, whether the transaction was made by check, electronically, or otherwise. You agree not to cause an overdraft to any of your accounts. Our determination of an insufficient account balance may be made at any time between presentation and our midnight deadline with only one review of the account required. We do not have to notify you if your account does not have funds to cover drafts, fees or other posted items. Whether the item is paid or returned, your account may be subject to a charge as set forth in the Rates and Fees Schedule. Except as otherwise agreed in writing, we, by covering one or any overdraft, do not agree to cover overdrafts in the future and may discontinue covering overdrafts at any time without notice. If we pay a draft or impose a fee that would otherwise overdraw your account, you agree to pay the overdrawn amount immediately.

Overdraft Protection Plan Agreement. If we have approved an overdraft protection plan for your account, we will honor drafts drawn on insufficient funds by transferring funds from another designated account under this Agreement or a loan account or credit card account, as you have directed, or as required under our overdraft protection policy. The fee for overdraft transfers, if any, is set forth on the Rates and Fees Schedule. You will not have any overdraft protection if the designated account has insufficient funds to cover the transaction or if the loan or credit card account has insufficient credit available. If the protected account is a joint account, you acknowledge and agree that transactions causing overdrafts made by a joint owner will be paid under the overdraft protection plan even if the designated account or loan or credit card account is not jointly owned or jointly made. If there is any conflict between this provision and any provisions regarding overdrafts contained in an applicable loan agreement or credit card agreement, the loan agreement or credit card agreement shall govern.

Overdraft Privilege Agreement. Under our Overdraft Privilege program, if you are in good standing with us, we may honor your overdrafts, up to \$1,000. Such amount(s) also include our standard Non-Sufficient Funds fee and our Overdraft Privilege fee. We may honor overdrafts at our sole discretion and charge you the NSF or Overdraft Privilege fee. This is a non-contractual privilege that we offer and we have no obligation to continue offering it and may discontinue this service at anytime without notice to you. You are not required to apply or to take any other action to have this service, however you may opt out of overdraft privilege limits by notifying us in writing. If you have an overdraft protection plan, we will look to that plan for funds to cover overdrafts before we use the Overdraft Privilege program. This Overdraft Privilege program does not relieve you of your obligation to replenish the funds in your accounts and to pay all obligations owing to us, including overdrafts and related fees. Accounts will be charged the standard Overdraft fee of \$28.00 for handling each overdraft created by check, ACH, Point-of-Sale, ATM Withdrawal, or other electronic item that is paid, and \$28.00 for items returned. An overdrawn balance must be repaid within 32 days. We may not pay items under your Overdraft Privilege if you do not maintain your account in good standing. You are considered to be in good standing if the following conditions are met: If you bring your account to a positive balance within every 32 day period for a minimum of 24 hours, if you do not default on any loan or other obligation to Alive Credit Union, or if your account is not subject to any legal or administrative order or levy. In order to be eligible for an Overdraft Privilege limit, the primary account holder must be living and at least 18 years old. The Overdraft Privilege program is not available on Fresh Start.

Stop Payment Orders. You may request a stop payment order on any check or other written instrument drawn on your account that has not been paid or certified. You may call us to request a stop payment, but to be binding, we may require that the order be dated, signed, and describe the account number, item number, and the exact amount of the item. The stop payment order will be effective if we receive the order in time for us to act upon the order. You understand that the exact information is necessary for our computer system to identify the item. If you give us incorrect or incomplete information, or the stop payment order is not received in time for us to act upon it, we will not be responsible for failing to stop payment on the item and we will not be liable to you or to any other party for payment of the draft. If we recredit 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.

A verbal stop payment order is valid for only 14 days, unless we receive a written confirmation thereof. A written stop payment order on a check that is not converted to an ACH transaction is valid for only six months unless it is renewed by you. For all other transactions, stop payment orders do not expire.

Fees for stop payment orders will be imposed and are set forth on the Rates and Fees Schedule. You may not stop payment on any certified check, cashier's check, teller's check, official check, or any other check, draft, or payment guaranteed by us. Although payment of an item may be stopped, you may remain liable to any item holder, including us. You have the burden of establishing the fact and amount of loss resulting from the payment of an item contrary

to a binding stop payment order. You agree to indemnify and hold us harmless from all costs, including reasonable 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.

ACH and Wire Transfers. This provision applies to funds transfers as defined in Article 4A of the Uniform Commercial Code and Subpart B of Regulation J of the Board of Governors of the Federal Reserve System. (e.g., wire transfers). You authorize us to transfer funds according to your instructions ("payment order") to and from your designated account(s), or to and from another financial institution. You also authorize us to charge your account for any related fees or service charges. We may require that transfers follow certain security procedures. We will notify you of any such security procedures and you agree that our security procedures are commercially reasonable. Cut-off times may apply to the receipt, execution and processing of funds transfers, payment orders, cancellations, and amendments and if received after a cut-off time, may be treated as having been received on the next following funds transfer business day. Information about any cut-off times is available upon request. When processing a payment order, payment may be made based solely on the account number provided in the payment order, even if that account number identifies a beneficiary other than the one that you name in the payment order. Similarly, if the payment order identifies the name, routing number and transit number of the beneficiary's financial institution, payment may be made solely on the basis of the routing and transit number, even if those numbers do not correspond to the name of the financial institution that you supplied. You agree that your obligation to pay the wire transfer is not affected if the identifying numbers do not match the named beneficiary or financial institution. You are also responsible for any loss or expenses incurred by a receiving bank which executes or attempts to execute the payment order in reliance on the identifying number you provided. We may also pay wire transfers received by us for your benefit based solely on the account number.

We may refuse to accept or execute any payment order, or an amendment or cancellation thereof, and we shall be deemed to have accepted a payment order or its amendment or cancellation only upon execution thereof. We may reject or refuse to accept or execute a payment order if (1) the designated account(s) does not contain sufficient available or collected funds; (2) the account number that you provide on the payment order does not correspond to any known account with us; (3) the payment order is not authorized or does not comply with applicable security procedures; (4) we are prohibited from doing so due to applicable law; or (5) we have a good-faith, reasonable cause for rejecting the payment order. All transfers shall be shown on your periodic account statement and reflection on the statement shall constitute notice of receipt of the transfer. You may inquire whether a specific transfer has been received at any time during our normal business hours and/or by any means that we provide you for making inquiries on your accounts. We are not responsible for any transmission performance failure as a result of interruption in transfer facilities; power failures; equipment malfunctions; labor disputes; emergency conditions; fire, flood, or other natural disasters; war or terrorist attack; or other circumstances beyond our control. We are also not responsible for transfer failures due to suspension of payment by another party, or refusal or delay by another financial institution to accept the transfer, or if we are prohibited from performing under any applicable law. We shall not be liable for any special, indirect, consequential or punitive damages arising from any failure or delay in processing a payment order or related obligation. In no case shall we pay attorney's fees or other legal expenses incurred in connection herewith. If we become obligated under Article 4A to pay interest to you, you agree that the rate of interest to be paid shall be equal to the interest rate, on a daily basis, applicable to the account to which the funds transfer was made. If you send an international wire transfer that identifies a beneficiary bank located outside of the United States, you agree that we do not guarantee the receipt or timely processing of the funds on the part of the foreign beneficiary bank. At the time of the international transfer request, you will receive a receipt and disclosures regarding the transfer, including your rights regarding cancellation and resolution of errors, in accordance with Regulation E. By sending an international wire transfer, you understand that we have no control over how or when the funds are received or processed by the foreign beneficiary bank and that it could take up to one month or longer for the wired funds to be processed by the foreign beneficiary bank. Therefore, except as otherwise provided in Regulation E, (a) you understand and acknowledge that by sending an international wire transfer according to the financial institution and account information you provide us, you accept all risk associated with your wire transfer request; and (b) we will not be held liable or responsible to refund you any of the funds or costs associated with executing your request where the funds you sent were lost, destroyed, not processed, or not received by the foreign beneficiary bank. You further acknowledge that we are prohibited from processing and executing requests where the federal government has enforced economic and trade sanctions against named foreign countries, or where the federal government has prohibited us from doing business with named financial institutions.

Choice of Law. We may accept, on your behalf, payments to your account which have been transmitted through one or more Automated Clearing Houses and which are not subject to the Electronic Fund Transfer Act. Your rights and obligations with respect to such payments shall be construed in accordance with and governed by Regulation J, Article 4A, and the laws of the state in which our headquarters are located, and as provided by the operating rules of the National Automated Clearing House Association.

OTHER RULES APPLICABLE TO YOUR MEMBERSHIP AND ACCOUNTS

Illegal Transactions; Unlawful Internet Gambling. You warrant and agree that you will not use any Credit Union services or loan or deposit accounts to make or cause to be made any transaction that is deemed illegal under applicable law, including, but not limited to, any gambling activity, embezzlement, identity theft, money laundering or terrorist activity. Any such use shall constitute a breach of this Agreement. We may delay processing or refuse to process or may be required by Federal Reserve Reg GG to refuse to process any transaction that we believe to be illegal, suspi-

cious,unenforceable, or which is a restricted transaction under Reg GG, and will not be liable to you for such delay or refusal. Restricted transactions generally include, but are not limited to, those in which credit, electronic fund transfers, checks, or drafts are knowingly accepted by gambling businesses in connection with the participation by others in unlawful internet gambling. You further agree to indemnify us and hold us harmless from any liability of any kind and costs incurred by us in any form whatsoever that results directly or indirectly from such illegal use. We will also not be liable to you if we in good faith freeze your accounts and/or notify our regulators or local or federal enforcement authorities regarding any activity we believe to be illegal, suspicious, or unenforceable.

Negative Information Notice. We may report information about your accounts to credit bureaus. Late payments, missed payments, insufficient funds transactions or other defaults on your account may be reflected in your credit report. Account Rates and Fees. We pay interest or dividends on accounts and assess fees against your account as set forth on the Rates and Fees Schedule. You agree that we may debit your account for any fees incurred without prior notice to you. We may change the Rates and Fees Schedule at any time and will notify you as required by law. For the most current rates and fees, you may contact us at any time and manner available.

Statements and Copies of Checks. If we provide a periodic statement for your account, we will send or make available to you a periodic statement of transactions and activity on your account during the statement period as required by applicable law. In the case of multi-party accounts, you agree and acknowledge that we are required to provide only one statement on the account and can provide it to any one of the parties on the account as we choose.

For checking accounts, you understand and agree that your original check (or substitute check), when paid, becomes our property and may not be returned to you. We may, but are not required to, retain the original checks. You agree to keep copies of your checks in order to verify their validity. If you request copies of your checks, you agree that we may provide an electronic image of the check or a sufficient copy thereof. We may charge you, and you agree to pay, fees for providing copies of the checks and/or any research involved with your request, as set forth on the Rates and Fees Schedule.

You understand and agree that statements are made available to you on the date they are mailed to you or delivered electronically. You also understand and agree that checks or copies thereof are made available to you on the date the statement is sent to you, even if the checks do not accompany the statement.

Your Duty to Examine. You are responsible for promptly examining each statement and reporting any irregularities or issues to us. We will not be liable for any forged, altered, unauthorized, unsigned, or improperly endorsed or encoded items drawn on your account if: (1) you fail to notify us in writing within thirty (30) days of the mailing date of the earliest statement containing or evidencing such irregularities regarding 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.

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.

e-Statements. If we make this service available to you, you may agree to receive statements via electronic means, whereby your periodic statement will be e-mailed to you or sent electronically to, and made available on, our on-line banking website. Please see the provision, "Electronic Statements, Electronic Notices, Electronic Disclosures and Electronic Agreements" for more information regarding e-statements.

Notices; e-Notices; Name or Address Change. Any written notice we give to you is effective when it is made available in our on-line banking system (if you have agreed to receive such notices electronically), or when it is deposited in the U.S. Mail, postage prepaid and addressed to you at the most recent mailing address on file with us. Notice to any account owner is considered notice to all account owners. Any written notice you give us is not effective until we actually receive it in our offices.

You agree to notify us of any postal or e-mail address change or name change in writing. We reserve the right to require verification of your identity and proof of a change in address prior to making any changes in our records. We are only required to attempt to communicate with you at the most recent address you have provided to us. If you fail to provide notice of a change in address or name, and we attempt to locate you, we may impose a service fee as set forth on the Rates & Fees Schedule.

e-Notices. If we make this service available to you, you may agree to receive electronically all notices regarding your membership, account(s), or services with us whereby these notices will be e-mailed to you or sent electronically to, and made available on, our on-line banking website. Please see the provision, "Electronic Statements, Notices, Disclosures and Agreements; Electronic Services" for more information regarding e-notices.

Electronic Statements, Notices, Disclosures and Agreements; Electronic Services. We may provide electronic document delivery services for the delivery to you of all disclosures, statements, notices, contracts or agreements, receipts, modifications or amendments, and all other documentation regarding your membership, accounts, transactions, or other business you have with us (collectively referred to as "documents" or "documentation"). If you agree to receive such documentation electronically, you specifically agree and acknowledge that we may provide the documents electronically either by sending an e-mail with the text of the documents embedded in the text of the e-mail message or as an attachment contained within the e-mail, or by posting such documents on our website or on-line banking service

and notifying you that the documents have been so posted. You have a right to request and receive a paper copy of these documents if that right is provided under applicable law. You may also withdraw your consent and revoke your agreement to receive the documents electronically. To request a paper copy or to revoke your consent, call, write, or e-mail us at the number and addresses provided on the Rates & Fees Schedule. If any of our e-mails are returned to us as undeliverable, we will change our delivery mode to paper format, and you will be required to re-apply for our electronic delivery service and to update your e-mail address accordingly.

We may also offer electronic services such as on-line banking or on-line bill pay, which allow you to conduct transactions to and from your account(s) and to conduct other business with us electronically. You may be required to sign a separate agreement regarding these services and you will be subject to any on-line instructions, rules, agreements, and restrictions provided on the website(s) or provided to you at the time you open an account or enroll in these services. You may be required to be enrolled in our on-line banking service in order to enroll in our electronic document delivery service.

Enrollment in, and use of, these electronic services does not relieve you of your duty to promptly examine your statements, checks, and other documentation for irregularities or discrepancies regarding your accounts in accordance with this and your other Agreements you have with us.

Subject to applicable law, we may suspend some or all electronic services and access to your checking or other account(s) if you become delinquent on any of your loan or deposit obligations to us or you cause a loss to us. We shall not be liable to you in any regard in connection with such suspension of services.

System Requirements. In order to enroll in our electronic document delivery service or on-line banking services, you must be able to receive, view, and print (or otherwise retain), the documents involved. As such, you must have a computer that has access to the Internet, and use of a browser that supports SSL and Cookies. Additionally, many of our documents, including periodic statements, will be sent to you in a PDF format, and to open, read, and print these documents, you will need Adobe Acrobat Reader. Adobe Acrobat Reader may be available for download for free via the Internet. Minimum system requirements are subject to change without notice as the technology changes. The exact system requirements will be disclosed to you on our website or on the on-line banking website or at the time you enroll in the service. By enrolling in, and using the electronic services, you are asserting that your system meets these requirements and that you are capable of, and are indeed receiving, viewing, and retaining the documents involved. If you discover that you are not receiving such documents, you must contact us immediately. We will not be liable for any failure to deliver the documents if you do not notify us of such failure, or if the failure is due to your computer hardware, software, or other equipment, or due to other circumstances beyond our control.

System Disruptions. You understand and agree that such electronic services may occasionally be unavailable for short periods of time due to system maintenance or other reasons. We will not be liable for any delay that this may cause and you are ultimately responsible for conducting your transactions in a timely manner with regard to your banking and bill-paying needs. In the unlikely event that our electronic services become unavailable for a prolonged period of time, you understand and agree that you still have access to the Credit Union and your account(s) in the traditional manner (i.e., in person, by mail, telephone, or check-writing), and we will not be liable to you if you fail to use these means to conduct your business with us.

Security Safeguards. Even if you enroll in on-line banking or bill pay or our electronic document delivery service, we may from time to time require certain transactions to be made in-person or we may require verification or authentication of your identity for security purposes before a transaction or other business with us may be initiated, processed, or completed. You agree and understand that this is for the protection of us and you and is intended to safeguard your personal information and all funds held in or by the Credit Union, and to help prevent Identity Theft and bank fraud. You agree that we will not be liable for any delay in, or prevention of, any transaction or business conducted by you due to these security measures.

Legal Process Against Your Account. If any legal action is brought against your account such as tax levy, garnishment, attachment, etc., we may pay out funds according to the terms of the action or refuse any payout until the dispute is resolved. We will not be liable to you for any such payout, even if it leaves insufficient funds in your account to pay checks you have written or other items that have not yet been processed. Any expenses or attorney fees we incur responding to 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 in your account and our right to set-off.

Power of Attorney. We may allow a third person to act as your Attorney-in-Fact pursuant to a Power of Attorney, but we are not required to do so. We have the right to review and approve any form of power of attorney and may restrict account withdrawals or transfers. You understand and agree that we are under no obligation to honor any power of attorney and we have no duty to investigate or verify the scope, authenticity, or validity of any Power of Attorney. We also have no duty to inquire or investigate regarding the use or purpose of any transaction or the propriety or impropriety of any action taken by your Attorney-in-Fact.

Sharing and Disclosing Account Information. While we value your right to privacy and confidentiality of your personal information, there are times where your information will be shared and disclosed, as follows:

With joint account owners and other parties to the transaction. If you have a joint deposit account or loan account, or

if you enter into a transaction or account with us that requires a guarantor or a third-party owner of pledged collateral, you specifically agree to allow us to share and disclose information pertaining to those accounts with all your joint owners and other such persons described herein. By agreeing to involve these persons in your accounts and transactions, you acknowledge and agree that you are waiving your right to privacy in this regard and that it is understood that each of you will see each other's personal, non-public information that would otherwise be held in confidence.

With Third Parties. We generally do not disclose your account information to third parties except: (1) when it is necessary in processing a transaction, whether that is to pay an item or to send a notice of dishonor or nonpayment; (2) to exchange, in the normal course of business, credit information with third party financial institutions or other business entities or a third party seeks to verify the existence or condition of your account in accordance with applicable law; (3) to provide information to our regulators or law enforcement when we in good faith belief we have been a victim of a crime or we have observed suspicious activity; (4) in order to comply with a government agency inquiry, subpoena or court order or a valid attachment, garnishment, or other legal action; (5) you give us written permission; (6) to guarantee a check by a third party; (7) at account opening, account renewal, or account review; (8) when we are attempting to collect a debt owed to us; or (9) any other reasonable disclosure allowed by law and appropriate to the circumstance. You also understand and agree that we may from time to time receive credit reports and other information about you in connection with your accounts. Upon request, we will give you the name and address of each agency from which we obtain such a report.

Inactive or Dormant Accounts. If your account falls below any applicable minimum balance and you have not made any transactions over a period specified in the Rates and Fees Schedule, we may classify your account as inactive, abandoned or dormant. Unless prohibited by applicable law, we may charge a service fee for processing your inactive account. You authorize us to transfer funds from another account of yours to cover any service fees. To the extent allowed by law, we reserve the right to transfer the account funds to a general Credit Union account 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 the period specified by state law, the account will be presumed to be abandoned. Funds in abandoned accounts will be reported and remitted in accordance with applicable 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.

Death or Incompetence 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 or adjudication of incompetence and are provided satisfactory evidence thereof, such as a certified death certificate or court order. Once we are notified of a member's death or incompetence, we may pay drafts or honor other payments or transfer orders authorized by the member for a period of ten (10) days after that date 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 the owner's account funds to indemnify us for any losses resulting from our honoring that claim. Upon the death of an individual account owner, we will pay all funds on deposit in accordance with the specific instructions on the Account Card such as to a Payable on Death Beneficiary. If there is no beneficiary designation, no probate proceedings or no estate, we may, but are not required to, pay the funds to any heir, who will be solely responsible for any further distribution of the funds. Alternatively, we may hold the funds until a proper court order is presented to us. We may require proper documentary evidence satisfactory to us before we determine the proper treatment of the funds and before we will release funds to any claiming party. Funds in a joint account will be payable subject to the provision, "Joint or Multiple Party Accounts". Any payment of funds upon the death or incompetence of any account holder is subject to our lien and security interest. This Agreement will be binding upon any heirs or legal representatives of any account owner.

Termination of Accounts and Services. We may terminate your account or place a freeze on the funds 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 signers; (2) there has been a forgery, fraud, or unauthorized use 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 checks 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 any of your accounts; (7) we believe that you have been negligent in protecting your access devices or access codes; (8) you have breached any promise under this Agreement; (9) you do not fulfill the terms of any of the accounts, such as deposits being made to club accounts, etc.; or (10) we reasonably deem it necessary to prevent a loss to us or to be in the best interests of the Credit Union or our members or employees. If we are informed of such circumstances or otherwise believe that any of these circumstances are about to occur, we may place a stop payment on any item and we will not be liable to you for such a stop payment.

You may terminate a single party 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. However, if we pay an item after termination, you agree to reimburse us. We reserve the right to require that all checking accounts and related services be closed or deactivated if you move your residence outside the U.S., its territories, or its possessions. If you do not close or deactivate the checking accounts within 30 days of your move, we may close the accounts.

Termination of Membership and Expulsion. You may terminate your membership by giving us notice and otherwise following our policies and procedures. You may be denied services or expelled for any reason allowed by applicable law as outlined in our Bylaws, including having your membership account or primary share account balance fall below

the required par value for membership, or causing a loss to the Credit Union. Termination of your membership does not relieve you of your obligations to pay any fees or obligations that you owe us, and you are still responsible for any outstanding items that have not yet been processed or paid. Once membership has been terminated, no further transactions or services will be allowed.

Amendments and Changes. Changes to any account or account service requested by any member or account owner can only be made with the express consent of the Credit Union. The Credit Union, in its sole discretion, may: (1) change or modify any term or condition of this Agreement, including the method for determining dividends or interest; (2) we may add new terms, conditions and requirements that we deem necessary or in the Credit Union's best interests; and (3) we may make operational changes. We may make all such amendments or changes as described at any time without notice except as expressly required by applicable law, and any change in the Agreement shall be effective at the earliest time allowed by applicable law. If applicable laws provide no express time period, then notice 10-days or more in advance of the effective date of any change shall be deemed sufficient.

Changes in Accounts or Ownership. Any changes in accounts or services requested by you, or any account owner, such as adding or closing an account or service, must be evidenced by a signed form approved and accepted by us. We reserve the right to require all account owners on a multiple-party account to consent to any changes and to sign the change form.

Recording Conversations. You acknowledge and agree that we may record any telephone conversation we have with you, regardless of whether we so inform you at the time of the conversation. This helps document the transaction or conversation and helps protect both parties.

Severability; Headings; No Waiver. If a court holds any portion of this Agreement to be invalid or unenforceable, the remainder of this Agreement shall remain valid and enforceable 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. We reserve the right to waive or choose not to enforce any and all terms, rights, or remedies under this Agreement and such waiver shall not affect our right to enforce that or another term, right, or remedy at a later time.

Enforcement. You are liable to us for any loss, cost or expense that we incur resulting from your failure to follow this Agreement. This shall include reasonable attorney fees and costs, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions. You authorize us to deduct any such loss, costs or expenses from your account without prior notice to you.

Governing Law. This Agreement is governed by our Bylaws, federal laws and regulations, local clearing house rules, and the local laws (including applicable principles of contract law) and regulations of the state in which our administrative office is located. As permitted by applicable law, you agree that any legal action regarding this Agreement shall be brought in the county in which our administrative office is located.

BINDING ARBITRATION AGREEMENT

Please read this carefully. It affects your rights. General information on arbitration may be found at www.adr.org.

We strive to resolve any complaints you may have in a fair and efficient manner. If you have any questions or concerns, please contact us at 904-296-1292. In the event we cannot informally resolve any dispute to our mutual satisfaction, this Binding Arbitration Agreement ("Arbitration Agreement") shall govern its resolution.

By signing your Membership and Account Agreement, you are agreeing to the terms contained in this Binding Arbitration Agreement. If any provision of this Arbitration Agreement shall be found by a court of competent jurisdiction to be void, invalid or unenforceable, the same shall in no way affect any other provision of this Arbitration Agreement.

What is Arbitration?

Arbitration is a legal process to resolve disputes that is an alternative to suing in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and may be subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. In general, arbitration tends to be quicker and less expensive than a lawsuit, and cases may often times be heard without lawyers.

How Does It Work?

If you and we cannot resolve any dispute informally, we each agree, except as otherwise provided in this Arbitration Agreement, to resolve the dispute through binding arbitration (or small claims court) instead of in courts of general jurisdiction. Arbitration is more informal than a lawsuit in court. Unless you and the Credit Union agree in writing otherwise, any arbitration hearings will take place in the county in which our administrative office is located. The arbitrator shall have the power to rule on the arbitrator's own jurisdiction, including any objections with respect to the existence, scope, or validity of this Arbitration Agreement or to the arbitrability of any claim or counterclaim. The arbitrator shall have the power to determine the existence or validity of the Arbitration Agreement and the Membership and Account Agreement. This arbitration clause shall be treated as an agreement independent of the other terms of the Membership and Account Agreement. A decision by the arbitrator that the Membership and Account Agreement is null and void shall not for that reason alone render invalid this Arbitration Agreement. We each agree and acknowledge that the Membership and Account Agreement evidences a transaction in interstate commerce, and thus, the Federal Arbitration Act governs the interpretation and enforcement of this Arbitration Agreement. This Arbitration Agreement shall survive termination of the Membership and Account Agreement.

What Rules Are Followed?

The arbitration will be governed by the Commercial Dispute Resolution Procedures and the Supplementary Procedures for Consumer Related Disputes (“AAA Rules”) then in effect, of the American Arbitration Association (“AAA”), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at www.adr.org.

Can I Sue You?

(a) Small Claims Court. Either party may bring an individual action in small claims court. Small claims courts generally do not have juries or class actions. They hear cases involving dollar amounts under certain thresholds; the proceedings are more simplified than in courts of general jurisdiction; and often times the case can be heard without a lawyer. You agree that **you and the Credit Union are each waiving the right to a trial by jury or to participate in a class action.** Your county clerk can give you more information about small claims court in your county.

(b) Class action lawsuits and class action arbitrations are not allowed. The arbitrator may award monetary or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party’s individual claim. **YOU AND THE CREDIT UNION AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both you and we agree in writing otherwise, the arbitrator may not consolidate more than one person’s claims, and may not otherwise preside over any form of a representative or class action.

Can You Sue Me?

Besides our right to sue in small claims court, we reserve the right to take judicial or non-judicial actions to enforce our security interest in any collateral pledged by you or others, and to collect payments from you or others, which may include but will not be limited to repossessing collateral, commencing wage garnishments, replevin, claim and delivery, right of off-set or consensual lien on deposits, or similar rights we have under state and federal law. This means, for example, that if you stop paying your loan, we may repossess the collateral or sue you for payment without going through the arbitration process.

How Do I Begin an Arbitration Proceeding?

For information on how to file a notice of dispute or a demand for arbitration, please contact us at 904-296-1292.

ELECTRONIC FUNDS TRANSFER AGREEMENT & DISCLOSURE - REG E

This Electronic Funds Transfer Agreement and Disclosure (“Agreement”) is the contract which governs the rights and responsibilities of both parties regarding electronic funds transfer services offered by us. (“Account” means any one or more of your savings, money market, and checking account(s) you have with us. Electronic funds transfers are electronically-initiated transfers of money from or to your account through the various services described below. By signing an application or account card for EFT services, or by accessing any service, you agree to the terms and conditions in this Agreement, and amendments thereto, and any other agreements that may govern your accounts. We may refuse any transaction which would draw upon insufficient funds, lower an account below any required minimum balance, exceed a credit limit, or otherwise require us to increase our required reserve on an account.

TYPES OF ELECTRONIC FUND TRANSFER SERVICES. The following describes the services, if approved, that are available, and some limitations that apply:

1. ATM Card. You may use your ATM card and PIN (Personal Identification Number) to:

- Withdraw funds from your savings, checking and money market accounts.
- Make deposits to your savings, checking and money market accounts.
- Transfer funds between your savings, checking and money market accounts whenever you request.
- Obtain balance information on your savings, checking and money market accounts.

Limitations. The following limitations will apply to your ATM Card:

- The maximum dollar amount of cash withdrawals per day is \$510.00. Sufficient funds must be available to make any withdrawal.
- You may make only 3 cash withdrawals in one day.
- The maximum purchase price for any one transaction at a POS Terminal is \$510.00. There is no limit to the number of purchases you may make in one day.
- For security reasons, there are other limitations to frequency and number of transfers you may make at ATMs.
- Your available account balance may be reduced for preauthorizations for 3 business days or until the transaction clears.
- Additional limitations are set forth in the TRANSFER LIMITATIONS provision contained herein.

2. Visa Debit Card. You may use your Visa Debit Card and PIN to perform all of the functions listed above in the ATM Card Access section. Additionally, you may also:

- Pay for purchases at places that have agreed to accept the Card.
- Make POS (Point of Sale) transactions to purchase goods or services at POS terminals that have the Visa logo.
- Pay bills or make other transactions on Non-Visa Networks (STAR, ACCEL/EXCHANGE) without a PIN*.
- Order goods or services by mail, telephone, or via the Internet from places that accept the Card.
- Make cash withdrawals in foreign countries and in foreign currencies.
- Pay bills directly by telephone from your savings and checking accounts in the amounts and on the days you request.

Some services on ATM or Debit Cards may not be available at all terminals. The amount of purchases and/or cash obtained (if permitted) will be deducted from your checking account.

*Non-Visa PIN-less transactions will not be processed as Visa transactions and therefore will not include Visa’s zero liability or charge back and dispute resolution benefits. Additionally, provisions of this agreement relating only to Visa transactions are not applicable to non-Visa and PIN-less debit transactions.

Limitations. The following limitations will apply to your Card:

- The maximum dollar amount of cash withdrawals per day is \$510.00. Sufficient funds must be available to make any withdrawal. You may make only 3 cash withdrawals in one day.
- The maximum purchase price for any one transaction at a POS Terminal is \$510.00. There is no limit to the number of purchases you may make in one day.
- For security reasons, there are other limitations to frequency and number of transfers you may make at ATMs.
- Your available account balance may be reduced for preauthorizations for 3 business days or until the transaction clears.
- You are not allowed to make deposits at an ATM that we do not operate or own.
- Additional limitations are set forth in the TRANSFER LIMITATIONS provision contained herein.

3. Electronic Check Conversion & Electronic Returned Check Fees. If you pay for something with a check, you may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to: (1) pay for purchases or (2) pay your bills. When your check is used to initiate an electronic funds transfer in this way, you authorize the funds to be debited from your account as soon as the same day, and your check may not be returned to you. You also authorize a one-time electronic funds transfer to pay a Returned Check/EFT fee or Non-sufficient Funds fee if you have insufficient funds.

4. Preauthorized Electronic Funds Transfers. You may authorize periodic or recurring automatic payments from, and

deposits into, your designated account(s). Examples of such transfers include direct deposit of your paycheck or Social Security check into your designated Credit Union account; automatic payment(s) from your designated Credit Union account to third parties; and automatic payment from your designated Credit Union account for loan payments or other amounts you owe us.

The frequency and amounts of these preauthorized transfers will be subject to and in accordance with the authorization that you sign, and any separate agreement you have with the originator of the transfer. See the Transfer Limitations provision for transfer limitations that apply to preauthorized transfers.

5. Telephone Banking. You may access your accounts via our touch-tone telephone system. We will assign you a PIN to use this service. You may use telephone access to:

- Withdraw funds from your savings, checking and money market accounts;
- Transfer funds between your savings, checking and money market accounts;
- Obtain balance, account activity, and other information on your savings, checking, money market and club accounts; Verify whether a check or other item has cleared your account;
- Make loan or credit card payments from your savings and checking accounts;

The telephone access service is available twenty-four (24) hours a day, but may be inaccessible for a short period each day for data processing.

Limitations. The following limitations will apply to Telephone Banking:

See the Transfer Limitations provision for transfer limitations that apply to preauthorized transfers.

6. Online Banking. We offer an Online Banking service that you may access from a personal computer that has Internet access. You will need your assigned password and member number or user name to access your accounts, as instructed when you log on. You may use this service for the following:

- Withdraw funds from your savings, checking, money market and club accounts;
- Make transfers between your savings, checking and money market accounts;
- Obtain balance information on your savings, checking, money market and club accounts;
- Make payments on your Credit Union loans from your savings and checking accounts;
- Access internet bill pay services to make payments to various creditors;
- Verify whether a check or other item has cleared your account;
- Take an advance from a line of credit account;
- Change your password;
- Access or utilize other services that we may make available to you from time to time.

Our Online Banking service will be available to you 24 hours a day, but may be interrupted for a short period of time each day for data processing. Security protocols will be in place, such as electronic lock-out if there are numerous unsuccessful attempts to enter a transaction, and limits on the duration of access.

See the Transfer Limitations provision for transfer limitations that apply to Online Banking transactions. Other EFTD is closures contained in this document apply to Online Banking services as well. You will also be required to comply with instructions and agreements provided on-line when you log onto the Online Banking service.

7. Online Bill Payment Services. Through our Online Banking service, we offer Bill Pay services so that you may pay your bills to third-party creditors and payees electronically. You must agree to the online bill payment services agreement included on the bill pay services website, which agreement is incorporated by reference herein. You may also be required to comply with other instructions and agreements provided online when you log onto the Bill Pay service.

TRANSFER LIMITATIONS. In addition to any other limitations set forth for each service herein, the number of preauthorized, automatic, or telephone transfers that may be made from your share/savings and money market accounts is limited to six (6) per month from each account. If you exceed this limitation, you may be subject to a fee, the transaction may be rejected, or your account may be closed.

FEES. There are certain fees and charges for using electronic funds transfer services. For a current list of the types and amounts of these fees, please see your Rates & Fees Schedule that was provided to you. ATM Fees: Additionally, 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. The amount of this fee will be disclosed to you by the owner of the ATM.

USE OF EFT CARDS AND SERVICES.

Ownership: Any card or other access device that we provide you remains our property and must be returned to us, our agent, or to any person who is authorized to honor the card according to our instructions. We may repossess the card at any time in our sole discretion without demand or notice to you. You cannot transfer the card, access code, or account to another person, and you will be liable for any transfers made by anyone to whom you give your card or access codes.

Honoring the Card(s); Refunds: Neither we nor the merchants authorized to honor the card will be liable for failure or refusal to honor your card, access device, or code. If a merchant agrees to provide a refund or adjustment to you, you agree to accept a credit to your account instead of a cash refund.

Illegal Transactions; Unlawful Internet Gambling: You shall not use your card to make any illegal transaction as determined by applicable law. We may decline any transaction that we believe to be illegal, including but not limited to any transaction involving or relating to any gambling activity. We will have no liability or responsibility for any such use or for declining any such transaction. You further agree to indemnify and hold us harmless from any suits, liability, damages or adverse action of any kind that results directly or indirectly from such illegal use.

Foreign Transactions; Currency Conversion: Purchases and cash advances made in foreign currencies will be debited from your account in U.S. dollars. The conversion rate in dollars will be (1) a rate selected by Visa International from a range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives; or (2) the government-mandated rate in effect for the applicable central processing date in each instance. All transactions processed outside of the United States (which may include internet transactions) will be charged a foreign transaction fee in the amount disclosed on your Fee Schedule, even if you are located in the United States.

Security of Card and Access Codes. The access codes issued to you are for security purposes and any codes issued to you are confidential and should not be disclosed to anyone else or recorded on or with the card. You agree to safeguard the codes and agree not to disclose or otherwise make available your cards or codes to anyone not authorized to sign on your accounts. If you authorize someone to use your access codes, that authority shall remain in place until you specifically revoke that authority by notifying the Credit Union.

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 the terms and conditions of this Agreement. You understand and agree that any joint owner you authorize to use an access code may withdraw or transfer funds from any one of your accounts without your prior notice or permission, and we will not be liable to you in any way. Each of you jointly and severally shall be responsible for any and all transactions under this Agreement regardless of which owner accessed the accounts or used the services. Each joint account holder is authorized to act for the others, and we may accept orders and instructions regarding any transaction on any account from any owner. We can refuse to follow conflicting instructions.

Reversal of Transactions. You may not reverse any transaction when using your card to pay for goods or services by transferring funds through a terminal.

No Right to Stop-Payment for Terminal Transactions. Transfers made by terminal may be executed immediately. This means that a cash withdrawal or other debit transaction is immediately deducted from your account; there is no "float" time and therefore there is no effective way of stopping the transaction.

LIABILITY FOR UNAUTHORIZED USE. Tell us AT ONCE if you believe your ATM or Debit Card or any of your access codes have been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down.

For cards with the Visa logo, and PIN-less debit card transactions over Visa Networks (and the access codes associated with those cards): You will not be liable for any amount unless we can prove that you were grossly negligent in the handling of your card. If you write your PIN on your Card or otherwise keep the PIN with the Card, you may be grossly negligent.

Under no circumstances, however, will you be liable for more than \$50 if you tell us within 2 business days after you learn of the loss or theft of your card or access code and someone used your card or access 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 or access code, and we can prove we could have stopped someone from using your card or access code without your permission if you had told us, you could lose as much as \$500.

You should always save your terminal receipts, keep a record of your transactions, and reconcile your receipts with your periodic statements. **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.

You are liable for all transfers or purchases made via your card(s), access code(s) or passwords that you authorize or allow. If you give your card, access code, or password to someone else, you are responsible for all transfers or purchases that that person makes with your card or via the service that he or she accesses, even if that person uses the card or code in a way that you did not anticipate or intend. You may revoke your permission for the other person to use your card by notifying us in writing, and allowing us reasonable time to act on your notification.

If you believe your card or access code has been lost or stolen, call: (904) 296-1292 during normal business hours; or 888-297-3416 after normal business hours, or write: Alive Credit Union, 9790 Touchton Road, Jacksonville, FL 32246. You should also call this number or write to this address if you believe a transfer has been made using the information from your check without your permission.

BUSINESS DAYS. For purposes of these disclosures, our business days are Monday through Friday. Holidays are not

included.

DISCLOSURE OF YOUR INFORMATION. We will disclose information to third parties about your account or the transfers you make:

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

RIGHT TO RECEIVE DOCUMENTATION

PERIODIC STATEMENTS. Transfer and withdrawal transactions made through any card, Online Banking or Bill Pay service, telephone access system, or preauthorized transfer will be reflected on your periodic statement. You will receive a monthly statement unless there are no transfers in a particular month. In any case you will get a statement at least quarterly.

TERMINAL RECEIPTS. You can get a receipt at the time you make any transaction (except inquiries) to or from your account using an ATM, Point-of-Sale terminal, or Check Card transaction with a participating merchant. However, we are not required to provide you with terminal receipts for transactions of \$15.00 or less. You should keep your statements and receipts, as they may be admissible evidence in legal proceedings if a dispute should arise and shall constitute prima facie proof that such transfer was made.

PREAUTHORIZED EFTs. If you have arranged to have a direct deposit or preauthorized debit or credit made to your account at least once every 60 days from the same person or company, you can call us at (904) 296-1292 or use telephone access or Online Banking to find out whether or not the deposit has been made.

RIGHTS REGARDING PREAUTHORIZED PAYMENTS

Right to Stop Payment and Procedure for Doing So. If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here's how: Call us at (904) 296-1292, or write us at Alive Credit Union, 9790 Touchton Road, Jacksonville, FL 32246, in time for us to receive your request three (3) business days or more before the payment is scheduled to be made. (If you want to stop a payment being made through Bill Pay, you should follow the instructions within Bill Pay). If you call, we may also require you to put your request in writing and get it to us within 14 days after you call. Please see the Rates & Fees Schedule for any fees charged for stopping payments.

Notice of Varying Amounts. If preauthorized recurring 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 order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

OUR 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:

- If, through no fault of ours, you do not have enough available funds in your account to make the transfer.
- If the funds in your account are pledged as collateral for a loan or frozen because of a delinquent loan or other reason.
- If the transfer would go over the credit limit on your overdraft line.
- If you used your card or access code in an incorrect manner.
- If the ATM where you are making the transfer does not have enough cash.
- If the error was caused by a system of any participating ATM network.
- If the ATM, POS terminal, telephone access system, Online Banking or Bill Pay system or other electronic service was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- Any other exceptions stated in any of our agreements with you or which may be amended in the future.

BILLING ERROR RESOLUTION *(does not apply to international remittance transfers):*

In case of errors or questions about your electronic transfers, contact us at the number or address listed below as soon as you can and include the information listed below. We must hear from you no later than 60 days after we sent the first statement on which the problem or error appeared.

By Telephone: (904) 296-1292 during normal business hours; or (866) 317-4228 after normal business hours
By U.S. Mail: Alive Credit Union, 9790 Touchton Road, Jacksonville, FL 32246

- Tell us your name and account number (if any).
- 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.

- 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 for new accounts) 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. For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. If we decide we need more time, we will credit your account within 10 business days (5 business days for unauthorized transactions on your Visa debit card) 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 new accounts, we may take up to 20 business days to credit your account for the amount you think is in error. Your account is considered new for first 30 days after the first deposit is made.

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.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will reverse the provisional credit to your account and send you a written explanation. You may ask for copies of the documents that we used in our investigation.

See the Rates & Fees Schedule for any fees associated with such copies.

Termination. You may terminate this agreement by (1) notifying us in writing; and (2) destroying or returning your Card(s). We may terminate this agreement by notifying you in writing. Termination does not affect any party's rights under this agreement regarding any transactions made before termination.

FUNDS AVAILABILITY POLICY

Your Ability to Withdraw Funds

Our policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit, unless they involve an International ACH Transaction. See below for more information on International ACH Transactions. 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.

Longer Delays May Apply

However, in some cases, the availability of funds may be delayed under the following circumstances.

Case-by-Case Holds: 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. The first \$225 of your deposits, however, will be available on the first business day.

If we are not going to make all of the funds from your deposit available on the first business day, 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 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.

Exception Holds: In addition, funds you deposit by check may be delayed for up to the fifth business day after the day of your deposit under the following circumstances:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$5,525 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of computer or communications 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.

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 the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

Deposits at Automated Teller Machines

Funds from any deposits (cash or check) made at automated teller machines (ATMs) we do not own or operate will be available as follows: The first \$225 will be available the same business day of your deposit. The remainder becomes available on the fifth business day after the day of deposit. This rule does not apply to ATMs we own or operate.

All ATMs that we own or operate are identified as our machines. Funds from deposits (cash or checks) made at automated teller machines (ATMs) we own or operate will follow the same availability schedule as making a deposit in person to one of our employees, except that same day availability may not apply to the items noted. These deposits maybe available the first day after the day of deposit.

Cash Withdrawal Limitation

We place certain limitations on withdrawals in cash. In general, \$225 of a deposit is available for withdrawal in cash on the first business day after the day of deposit. Any remaining funds will be available for withdrawal in cash on the following business day.

Special Rules for New Accounts

If you are a new customer, the following special rules will apply during the first 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 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 next business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you (and you may have to use a special deposit slip). The excess over \$5,525 will be available on the fifth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first \$5,525 will not be available until the second business day after the day of your deposit.

Funds from all other check deposits will be available on the fifth business day after the day of your deposit.



Business Days and Cut-off Times

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 that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after that time or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

Foreign Checks or Drafts

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 deposits of foreign checks will be delayed for the time it takes us to collect the funds from the financial institutions upon which it is drawn.

International ACH Transactions

International ACH Transactions (IAT) that are transmitted to or from any of your accounts may be identified and designated by us for review and examination under the Office of Foreign Assets Control Rules and Regulations (OFAC Rules). In such a case, settlement of the IAT may be delayed or suspended, and may be terminated under applicable OFAC Rules. You also acknowledge that we may be required to place an indefinite hold on funds covered by the IAT if the IAT is required to be terminated under OFAC Rules. You agree that any such delay is permissible under the laws applicable to the availability of funds held in deposit accounts. In the event an IAT is delayed or terminated, we will provide you such notice as may be required by applicable law.



PRIVACY DISCLOSURE

FACTS

WHAT DOES ALIVE CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?

Why?

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.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security Number
- Account Balance
- Transaction History
- Income
- Payment History
- Employment Information

When you are no longer our member, we continue to share your information as described in this notice.

How?

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 members' personal information; the reasons Alive Credit Union chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Alive Credit Union share?	Can you limit this sharing?
For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes— to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes— information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes— information about your creditworthiness	No	We don't share
For our affiliates to market to you	No	We don't share
For nonaffiliates to market to you	No	We don't share

Questions?

Call (904) 296.1292 or go to www.alivecu.coop.

Who we are	
Who is providing this notice?	Alive Credit Union
What we do	
How does Alive Credit Union protect my personal information?	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.
How does Alive Credit Union collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> ■ Open an account ■ Use your credit or debit card ■ Show your government issued ID ■ Apply for a loan ■ Pay your bills <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> ■ sharing for affiliates' everyday business purposes—information about your creditworthiness ■ affiliates from using your information to market to you ■ sharing for nonaffiliates to market to you <p>State laws and individual companies may give you additional rights to limit sharing.</p>
Definitions	
Affiliates	<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> ■ Alive Credit Union does not share with our affiliates.
Nonaffiliates	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> ■ Alive Credit Union does not share with our nonaffiliates so they can market to you.
Joint marketing	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> ■ Includes payment processing companies or nonfinancial companies, such as check printing and data processing companies.
Other important information	
Should you require a paper copy, please contact us at 904.296.1292 and one will be mailed to you within 10 days of the request.	





Healthcare | Marketplace | Local Communities | City | Law Enforcement

ALIVECU.COOP | 904.296.1292