

Right to Receive Documentation of Transactions

You can receive a receipt at the time you make a transaction using one of our Automated Teller Machines. You will get a statement on your savings account at least annually. Checking accounts receive a monthly statement regardless of whether or not an EFT transaction was made.

Right to Stop Payment and Procedures for Doing So

If you have told us in advance to make periodic payments (including transfers) from your accounts to a third party, you have the right to stop any of these payments one time. We must receive verbal or written notification at least three business days or more before the payment is scheduled to be made. To do this, call us at (305) 294-6622 or write to: Keys Federal Credit Union, P.O. Box 1898, Key West, FL 33041-1898.

If you call, we may also require you to put your request in writing and get it to us within fourteen business (14) days after you call. If we do not receive the request within the fourteen (14) days, the verbal stop-payment order shall cease to be binding.

Liability for Failure to Stop Payment of Pre-authorized Transactions

If you order us to stop one of the payments three (3) business days or more before the payment is scheduled to be made and we do not do so, we will be liable for your actual and verifiable losses or damages.

In Case of Errors or Questions About Transactions

Notify us at once if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt. We must hear from you no later than sixty (60) days after we sent you the FIRST statement on which the error or problem appeared.

Call us at (305) 294-6622, or write to: Keys Federal Credit Union, P.O. Box 1898, Key West, FL 33041-1898 and:

- tell us your name and account number.
- describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
- tell us the dollar amount of the suspected error.

We will investigate your complaint within ten (10) days after hearing from you. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account. For errors involving new accounts, point-of-sale or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error. We will tell you the results within three (3) business days after completing our investigation. You may ask for copies of the documents that we used in our investigation.

Credit Union's Liability for Failure to Make Transactions

If we do not complete a transaction to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your actual and verifiable 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 money in your account to make the transaction, or
- if the automated teller machine where you are making the transaction does not have enough money, or
- if the terminal was not working properly and you knew about the breakdown before you started the transaction, or
- if circumstances beyond our control (such as fire, flood, or hurricane) prevent the transaction, despite reasonable precautions that we have taken, or other exceptions stated in our agreement with you.

International Service Assessment Fee

The exchange rate for international transactions will be a rate selected by MasterCard from the range of rates available in wholesale currency markets, which may vary from the rate MasterCard itself receives, or the government mandated rate in effect for the applicable central processing date, plus a 1% fee for international transactions.

Keys Debit MasterCard[®]

Information & Disclosure



Membership is **REWARDING**

305-294-6622
KeysFCU.org

M-114717

Introducing Keys Debit MasterCard®

Use it to pay for purchases or as an ATM card to access your funds. It is accepted worldwide by merchants that accept MasterCard and can be used at any ATM bearing the STAR, AFFN, Accel, Credit Union 24, and MasterCard logos.

When you use our Debit MasterCard to pay for purchases, merchants will treat the transaction the same way as they do a major credit card. The only difference is that the money is withdrawn from your checking account rather than charged to a credit card. You will receive a receipt for your records and your purchases will be detailed on your monthly checking account statement. So, for shopping at stores, over the phone, or dining out, pay the easy way and use your Debit MasterCard.

ATM transactions at Keys Federal Credit Union ATMs are free. ATM transactions at ATMs that are part of the Presto! Network, owned and operated by Publix Supermarkets, are also free. A fee may be assessed for any withdrawal or balance inquiry at another bank or credit union's ATM. You may withdraw up to \$500 per day from an ATM and purchase up to \$2,500 per day in goods and services at merchants.

Frequently Asked Questions

Q. If a business won't accept a check, will they accept the Debit MasterCard?

A. Yes. If the business accepts MasterCard for payment, they will accept your Debit MasterCard.

Q. If I overdraft my checking account with my Debit MasterCard, will my Redi-Cash act as an overdraft protection?

A. If you have authorized us to use your Redi-Cash or savings account as overdraft protection for your checking account, this protection will also apply automatically to transactions made with your new Debit MasterCard. Don't have a Redi-Cash Line of Credit for overdraft protection? Ask us for more information.

Q. Do I pay any interest or fees for purchases from merchants?

A. Keys Federal Credit Union does not charge a fee for using your Debit MasterCard with a signature. You will not be charged interest because the funds are deducted from your checking account. A fee may be charged if you use the card with your PIN at an ATM/POS terminal.

Q. What should I do if I lose my Debit MasterCard?

A. Report it lost/stolen as you would a credit card call (866) 820-8771.

Disclosure for Electronic Funds Transfer Services

These rules and regulations apply to any member of the Keys Federal Credit Union who contracts for one or more of the following Electronic Fund Transfer (EFT) services:

- Debit MasterCard or Automated Teller Machine (ATM) access for use at Keys Federal Credit Union terminals, or anywhere your Debit MasterCard is honored.

- the direct deposit of periodic payments from persons other than Keys Federal Credit Union.
- a pre-authorized periodic deduction from your account to a third party (other than Keys Federal Credit Union), such as an insurance payment.

Consumer Liability for Unauthorized Transactions and Disclosure of Advisability of Prompt Reporting

Tell us AT ONCE if you believe your card has been lost or stolen or if you believe your secret access code is known by an unauthorized person. Calling is the best way to keep your losses to a minimum. You could lose all of the money in your account if prompt notice is not given.

If you tell us within two (2) business days, you may lose no more than \$50 if someone used your card or account without your permission. If you do not tell us within two (2) business days and we can prove we could have stopped someone from using the card or account without your permission if you had told us, you could lose as much as \$500.

Also, if your statement of account shows Electronic Fund Transfer (EFT) transactions that you did not make, tell us at once. If you do not tell us within sixty (60) days after the statement was provided to you, you may not get back any money you lost after the sixty (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 may extend the time periods.

Provisional Payment Disclosure

A credit given by Keys Federal Credit Union to you with respect to a Debit MasterCard purchase is provisional until Keys Federal Credit Union receives final settlement for such entry from MasterCard. If Keys Federal Credit Union does not receive such final settlement, you are hereby notified and agree that Keys Federal Credit Union is entitled to a refund of the amount credited to you in connection with such entry and the party (i.e., the originator of the entry) making payment to you shall not be deemed to have paid you in the amount of such entry.

Telephone Number and Address to be Notified in the Event of Unauthorized Transactions

If you believe that your PIN code is known by an unauthorized person, or that someone has transferred or may transfer funds from your account without your permission, call (305) 294-6622, or write: **Keys Federal Credit Union, P.O. Box 1898, Key West, Florida 33041-1898.**

What Constitutes a Business Day

Our business days are Monday through Friday. National and federal holidays are not considered business days.

Types of Transactions and Limits on Transactions

You may use your Debit MasterCard to:

- withdraw cash from your checking account.
- make deposits to your savings and checking accounts at Keys Federal Credit Union and Credit Union-24 terminals.
- make transfers between your savings and checking accounts.
- make balance inquiries on your savings and checking accounts.
- access your account to purchase goods and services from merchants displaying the MasterCard logo.

At an ATM you may withdraw up to \$500 in cash each day. When you make credit purchases your daily limit will be \$2,500. This is the aggregate of all purchases for a day. There is a limit of 15 Debit MasterCard transactions in each 24 hour period.

Direct Deposits and Automatic Payments

Direct deposits to your accounts from a third party or payments to a third party from your account may be made automatically if you have contracted with the third party for that service.

Notice to Members

Keys Federal Credit Union will honor your Debit MasterCard transactions processed by the MasterCard network and other networks the same. Keys Federal Credit Union has updated its Card Agreement terms to permit non-Debit MasterCard transactions as follows:

Non-Debit MasterCard Transactions

Some merchants may permit you to initiate debit and bill payment transactions with your card using either the MasterCard network or another network shown on your card.

Signature-Based Transactions and Account Holds

Debit MasterCard transactions made without your PIN (i.e. you signed for the transaction, also known as a "credit" transaction) are authorized through the MasterCard network. These transactions are accepted or declined, based on the available balance in your account and we will place a HOLD on your funds for that amount, until the debit actually posts to your account, or up to a maximum of two (2) calendar days. Therefore these transactions immediately affect the available balance in your account.

Charges for Transactions or Right to Make Transactions

There will be no charge by Keys Federal Credit Union for transactions made by our members on any ATM owned by Keys Federal Credit Union or that are part of the Presto! Network. There is no charge for direct deposits of periodic payments from persons other than Keys Federal Credit Union or for pre-authorized deductions from your account to a third party other than Keys Federal Credit Union. Should you use your Debit MasterCard at a location other than a Keys Federal Credit Union-owned terminal, you may be charged our current fee for that transaction. Merchants honoring your Debit MasterCard may also charge a fee.

Account Information to Third Parties

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

- where it is necessary for completing transfers, or
- to verify the existence and condition of your account for a third party, such as a credit bureau or a merchant, or
- to comply with government agency or court orders, summons, or subpoenas, or
- if you give written permission, or
- if any owner or signer on your account requests it.