

Also, if your statement shows transfers that you did not make, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

(b) Contact in event of unauthorized transfer. If you believe that your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write us at the telephone number or address listed in this letter.

ERROR RESOLUTION NOTICE

In case of Errors or Questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed below, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (2) 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.
- (3) 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 if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign initiated transfer) to investigate your complaint or question. If we decide to do this we will credit your account within 10 business days (20 business days if the transfer involved a new account) 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 10 business days, we may not credit your account. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation.

*BILL PAY SERVICE FEE SCHEDULE

Bill Pay service has a sign-up fee of \$3.00. There is a monthly service charge of \$5.00 which will be deducted from your account on the 15th of each month. If the 15th falls on a weekend or Holiday, it will be posted on the next business day. If you do not have the funds available for this fee, your Bill Pay service privileges may be revoked. Return check fees apply to this service. Please contact our office if you have any questions.

Montauk Credit Union

MONTAUK CREDIT UNION
111 West 26th Street
New York, NY 10001

Business Days: Monday through Friday
Excluding Federal Holidays
Phone (212) 989-5200

MORE DETAILED INFORMATION IS AVAILABLE ON REQUEST



Montauk Credit Union
111 West 26th Street
New York, NY 10001

MONTAUK CREDIT UNION

We know New York, like you know New York

Home Banking & Bill Payer

24/7 Access to
your Montauk Accounts

Place
Stamp
Here

www.montauk-cu.com

Welcome to the next level of account access...

Now you can access your accounts online through your personal computer. We understand that not everyone has the time to do their banking during a regular 9-5 day. So, we've made it easy to access your accounts 24/7 via our easy-to-use Home Banking.



Apply today...



Start enjoying the convenience and privileges of Montauk's Home Banking today. Simply complete this application and mail or deliver to the address shown on the application.

Application for Home Banking & Bill Payer

I'd like to apply for the following services:

- Home Banking Bill Payer* Both

APPLICANT

Account Number(s) _____

Full Name _____

Address _____

City/State/Zip _____

e-mail Address _____

Home Phone _____

Social Security # _____

Date of Birth _____

Employer _____

CO-APPLICANT

Full Name _____

Address (if different from above) _____

City/State/Zip _____

e-mail Address _____

Home Phone _____

Social Security # _____

Date of Birth _____

Employer _____

Signatures: By signing below, the undersigned request(s) the described services and agrees to the terms and conditions governing the services, including any fees and charges. The undersigned agree(s) that all information is accurate and authorizes the financial institution to verify credit and employment history by any necessary means, including preparation of a credit report by a credit reporting agency.

Applicant's Signature _____ Date _____

Co-Applicant's Signature _____ Date _____

For Office Use Only:

Date Received _____ Approved (Y / N)

Processed by _____

ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES

Indicated below are types of Electronic Fund transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

Home Banking Computer Transfers - types of transfers and charges - You may access your account(s) by computer through the internet by logging onto our web site at www.montauk-cu.com and using your identification number and password, to:

- transfer funds from share draft to share draft or share account(s)
- transfer funds from share to share draft or share account(s)
- make payments from share or share draft account(s) to loan account(s) with us
- make payments from share draft to third parties using the Bill Payer service
 - there is a one-time fee to set up Bill Payer service (refer to fee schedule below)
 - there is a monthly charge for this service, assessed on the 15th of each month or the first business day thereafter (refer to fee schedule below)
- get information about :
 - the account balance of share or share draft account(s)
 - deposits to share draft or share accounts
 - withdrawals from share draft or share accounts
 - request a check withdrawal from your share account

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to computer transfers.

Limitations on frequency transfers elsewhere described, if any, the following limitations apply:

- During any month, you may not make more than six withdrawals or transfers from share account(s) to another credit union account of yours or to a third party by means of a preauthorized, automatic or computer transfer or telephone order or instruction. No more than three of the six transfers may be made by check, draft, debit card or similar order to a third party. If you exceed the transfer limitations set forth above, your account will be subject to closure by the credit union.

DOCUMENTATION

Periodic statements.

You will get a monthly account statement from us for your share draft accounts. You will get a monthly account statement from us for your share accounts, unless there are no transfers in a particular month. In a any case, you will get a statement at least quarterly.

FINANCIAL INSTITUTION'S LIABILITY

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:

- (1) If, through no fault of ours, you do not have enough money in your account to make the transfer.
- (2) If you have an overdraft line and the transfer would go over the credit limit.
- (3) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- (4) There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY

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

- (1) where it is necessary for completing transfers; or
- (2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- (3) in order to comply with government agency or court orders; or
- (4) as explained in the separate Privacy Disclosure.

UNAUTHORIZED TRANSFERS

(a) Consumer liability. Tell us AT ONCE if you believe your card and/or code has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days, you can lose no more than \$50 if someone used your card and/or 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 and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500.

Detach here, fold & tape, mail to Montauk Credit Union