

WSECU Branches

Membership and Account Agreement

Serving you with the largest full-service credit union branch network in Washington!

CHEHALIS	PULLMAN
EVERETT	SEATTLE
LACEY	SPOKANE
LAKEWOOD	TACOMA
MEDICAL LAKE	TUMWATER
OLYMPIA	YAKIMA

Branch addresses and business hours are available online at wsecu.org or call 800.562.0999.



WSECU

WASHINGTON STATE EMPLOYEES
CREDIT UNION

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WSECU

WASHINGTON STATE EMPLOYEES CREDIT UNION

TABLE OF CONTENTS

I. MEMBERSHIP AND ACCOUNTS

1. Membership Eligibility
2. Individual Accounts
3. Joint Accounts
4. POD/Trust Beneficiaries
5. Accounts for Minors
6. Uniform Transfer to Minor Accounts
7. Accounts for Living Trusts
8. Accounts of Businesses and Organizations
9. Representative Payee Accounts
10. Deposit Requirements
11. Account Access
12. Account Rates and Fees
13. Transaction Limitations
14. Overdrafts
15. Postdated and Statedated Items
16. Stop Payment Orders
17. Lost Items
18. Credit Union's Liability for Errors
19. Credit Union Lien and Security Interest
20. Legal Process
21. Account Information
22. Notices
23. Taxpayer Identification Numbers (TIN) and Backup Withholding
24. Statements
25. Inactive and Abandoned Accounts
26. Death of Account Owner
27. Termination of Account
28. Termination of Membership
29. Special Account Instructions
30. Severability
31. Enforcement
32. Governing Law

II. FUNDS AVAILABILITY POLICY

1. General Policy
2. Reservation of Right to Hold
3. Holds on Other Funds
4. When Longer Delays May Apply
5. Special Rules for New Accounts
6. Deposits at Automated Teller Machines (ATMs)
7. Substitute Checks and your Rights

III. ELECTRONIC FUNDS TRANSFERS

1. Services
2. Service Limitations
3. Conditions of EFT use
4. Member Liability
5. Business Days
6. Fees and Charges
7. Right to Receive Documentation Transfers
8. Account Information Disclosure
9. Credit Union Liability for Failure to Make Transfers
10. Preauthorized Electronic Fund Transfers/Affidavits
11. Notices
12. Billing Errors

IV. PRIVACY PROMISE

This agreement is the contract of deposit which covers yours and our rights and responsibilities concerning membership and account(s) offered to you. In this agreement, the words "you" and "yours" mean those who sign the Account Card or Account Authorization Card ("Account Card"). The words "we," "us," and "our" mean WSECU ("Credit Union"). The word "account" means any one or more share or deposit accounts you have with the Credit Union.

The classification and form of ownership of your accounts are designated on your Account Card. You understand that unless you waive your rights, certain account designations, such as joint with right of survivorship or POD beneficiary, may be invalidated on the Credit Union's receipt of notice of marriage dissolution or a testamentary disposition, as required by applicable law. By signing the Account Card that is a part of the agreement, each of you, jointly and severally, agree to the terms and conditions in this agreement, including the Funds Availability Policy, Electronic Funds Transfer Agreement and Check Guarantee Provisions, the Truth-in-Savings Disclosures (Rate and Fee Schedule) accompanying this agreement, any account receipt, the Credit Union's Bylaws and policies, and any amendments which collectively govern your membership and accounts. You agree that additional accounts and services you request in the future will be governed by this agreement, as amended from time-to-time.

Important Information about Procedures for Opening a New Account

To help the government fight the funding of terrorism and money laundering activities, Federal Law requires all financial institutions to obtain, verify and record information that identifies each person who opens an account with our Credit Union. We will ask for your name, address, date of birth and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

I. MEMBERSHIP AND ACCOUNTS

1. Membership Eligibility. To be eligible for membership in the Credit Union you must be an individual or entity qualifying within the Credit Union's field of membership and must purchase and maintain at least one share (the Membership Share Account) as required by the Credit Union's Bylaws. You authorize us to check your account, credit, and employment history, and obtain a credit report from third parties, including credit reporting agencies, to verify your eligibility for the accounts and services you request.

We may obtain a credit report about you from a consumer reporting agency from time to time in order to evaluate or review your eligibility for accounts and services we offer. We retain personal and credit history information about you for future reference.

2. Individual Accounts. An individual account is an account owned by one depositor including any individual, corporation, partnership, trust, or other organization qualified for Credit Union membership. If the account is an individual account, the interest of a deceased individual owner will pass, subject to applicable law to the decedent's estate or payable on death ("POD") beneficiary, if applicable.

3. Joint Accounts. An account owned by two or more persons is a joint account.

a. Rights of Survivorship. If your account is a joint account, the account is owned as a joint account with rights of survivorship unless otherwise stated on the Account Card. If the account is a joint account without right of survivorship, the interest of a deceased owner will pass to the decedent's estate. If the account is a joint account with right of survivorship, the deceased owner's interest will become the property of the surviving joint account owner(s). A surviving owner's interest is subject to the Credit Union's statutory lien for the deceased owner's obligations, and to any security interest or pledge granted by a deceased owner, even if a surviving owner did not consent.

b. Rights of Joint Account Owners. Any joint account owner is authorized and deemed to act for the other owner(s), and the Credit Union may accept orders and instructions regarding the account and requests for future services from any other account owner. Each account owner guarantees the signature of the other owner(s). Any account owner may withdraw all funds in the account, stop payment on items drawn on an account, withdraw or pledge all or any part of the shares of any account, (except funds representing a membership share), without the consent of the other account owner(s), and the Credit Union shall have no duty to notify any other joint account owner(s). If the Credit Union receives written notice of a dispute between account owners or receives inconsistent instructions from them, the Credit Union may suspend or terminate the account, require a court order to act, or require that all joint account owners agree in writing to any transaction concerning the account.

c. Joint Account Owner Liability. If any item deposited in a joint account is returned unpaid or an account is overdrawn, or if we do not receive final payment on any transaction, each of the multiple account owners is jointly and severally liable to the Credit Union for the amount of the returned item, overdraft, or unpaid amount and any charges, regardless of who created the overdraft, deposited or cashed the item, or benefited from the transaction. If any account owner is indebted to the Credit Union, the Credit Union may enforce its rights against any or all funds in the joint account regardless of who contributed the funds to the joint account.

4. POD/Trust Beneficiaries. A Payable on Death (POD) designation, or Trust Account designation, is an instruction to the Credit Union that a designated account is an account payable to the owner or owners during their lifetimes, and upon the death of the last joint account owner, payable to any named and surviving POD or trust beneficiary designated on his or her Account Card. Accounts payable to more than one beneficiary are owned jointly by such beneficiaries with right of survivorship. Any beneficiary designation shall not apply to IRA accounts which shall be governed by a separate beneficiary designation. The Credit Union shall at no time have any obligation to notify any beneficiary of the existence of any account or the vesting of the beneficiary's interest in any account, except as otherwise provided by law.

5. Accounts for Minors. For any account except savings accounts established by or for a minor, the minor account owner must have a joint account owner or custodian who is at least eighteen (18) years of age who shall be jointly and severally liable to the Credit Union for any returned item, overdraft, or unpaid charges or amounts on such account. For a joint account, all funds in the account shall be owned as a joint account with rights of survivorship unless otherwise indicated on the Account Card. The Credit Union may make payments of funds directly to the minor without regard to his or her age. Unless a parent or guardian is a joint account owner, the parent or guardian shall not have any right to access the account. The Credit Union has no duty to inquire into the use or purpose of any transaction by the minor or joint account owner. The minor account owner's tax identification number must be shown on the Account Card.

6. Uniform Transfer to Minor Accounts. A Uniform Transfer to Minor Account (UTMA) is an individual account established by a custodian on behalf of an eligible minor (a person under twenty-one (21) years of age). The custodian shall open the account in the name of the minor, include the minor's social security number, and must sign his or her own name on the Account Card. The custodian is the owner 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 to, withdrawals from, or close the account. In the event of the custodian's death, the Credit Union may place an administrative hold on the account until it receives instructions from any person authorized by law to withdraw funds or a court order authorizing such withdrawal. The Credit Union shall not change the account status when the minor reaches age eighteen (18) unless authorized in writing by all account owners.

7. Accounts for Living Trusts. An account of a living trust is an individual account held by one or more trustees of a trust for the benefit of one or more beneficiaries pursuant to a revocable trust agreement. Upon request of the Credit Union, the trustee shall sign an Account Card and provide any other evidence of the trustee's authority the Credit Union requires. Trustee warrants that a valid living trust has been created, is currently existing, and that the trustor, trustee and primary beneficiary are eligible for membership in the Credit Union. The Credit Union does not act as a trustee and is under no obligation to inquire as to the powers or duties of the trustee(s). Trustee agrees to notify the Credit Union in writing if a change of trustee occurs. The Credit Union may withhold payment of funds to any party until proper evidence of authority is provided, and may rely upon the directions of any one trustee until a written notice of revocation of the living trust or an Account Change Form is received. Funds may be released to any one trustee acting alone or with a co-trustee. The trustee(s) agrees to indemnify and hold the Credit Union harmless of any liability, claim, damage, or loss arising as a result of unauthorized acts of any trustee or former trustee or acts of any trustee upon which the Credit Union relies prior to notice of revocation of the trust. This Agreement shall be binding on the trust, any trustee, successor trustee and beneficiaries.

8. Accounts of Businesses and Organizations. Accounts held in the name of a business or association member are subject to the same terms set forth in this agreement and the following additional rules: A majority of the members, officers or those who control the funds of a group, club, association or business must be eligible for membership in WSECU. WSECU does not offer business accounts to any type of Money Service/Transfer Business, such as, but not limited to: Payday Lending, Casinos, Wire Transfer Services

and/or Quick Cash Transfer Services. The Credit Union reserves the right to require the member to provide an Account Authorization Card informing the Credit Union who is authorized to act on its behalf. You agree to notify the Credit Union of any change in authority. The Credit Union may rely on the written authorization until such time as the Credit Union is informed of changes in writing and has had a reasonable time to act upon such notice. The Credit Union may require that third party checks payable to a business may not be cashed, but must be deposited to a business account. The Credit Union shall have no notice of any breach of fiduciary duties arising from a transaction by any agent of the account owner unless the Credit Union has actual notice of wrongdoing.

9. Representative Payee Accounts

a. Account Owner. The Account Owner named on the Representative Payee Account card is the sole owner of this Account. The Representative Payee is authorized by the Social Security Administration to act on behalf of Account Owner but has no ownership interest in the Account.

b. Authority of Representative Payee.

I. The Representative Payee listed is the only authorized party to transact on this Account. Representative Payee certifies and agrees that the Account Owner's accounts and services will be governed by the terms set forth in the Membership and Account Agreement and our Rate and Fee Schedule, as amended from time to time.

II. The Credit Union is directed to accept and pay without further inquiry any item, bearing the signature as indicated on the front side of Representative Payee Account card, drawn against any of the Account Owner's accounts as indicated on the account card. Unless otherwise indicated, Representative Payee is expressly authorized to endorse all items payable to or owned by the Account Owner for deposit with or collection by the Credit Union and to execute such other agreements and to perform any other account transaction under the Agreement. Representative Payee is authorized to receive account information from the Credit Union, either orally or in writing, and any information related to the account

III. The authority given to the Representative Payee shall remain in full force until written notice of revocation is delivered to and received by the Credit Union either by the Social Security Administration or a court appointed representative of the Account Owner. Any such notice shall not affect any items in process at the time notice is given. The Representative Payee will notify the Credit Union of any change in the Account Owner's status affecting the deposit relationship between the Account Owner and the Credit Union. Representative Payee warrants that all actions he or she takes regarding the Account will be for the sole benefit of the Account Owner and that Representative Payee will not conduct any transaction on the Account that will personally benefit Representative Payee. The Credit Union may rely upon these representations and shall have no duty to inquire as to the powers and duties of the Representative Payee and shall have no notice of any breach of fiduciary duties by the Representative Payee unless the Credit Union has actual notice of wrongdoing.

c. Account Liability. The Account Owner agrees that the Credit Union shall not be liable for any losses due to the Account Owner's failure to notify the Credit Union of any unauthorized acts of Representative Payee or changes to the relationship between the Representative Payee and Account Owner. Account Owner and Representative Payee agree to indemnify and hold Credit Union harmless of any claim or liability as a result of unauthorized acts of Representative Payee upon which Credit Union relies prior to notice of any account change or change of Account Owner.

10. Deposit Requirements. Funds may be deposited to any account in any manner approved by the Credit Union in accordance with the requirements set forth on the Rate and Fee Schedule. All accounts are nonassignable and nonnegotiable to third parties. Share certificate accounts are governed by the terms of this Agreement and the terms and disclosures on your Share Certificate Receipt for each account, which is incorporated herein by this reference.

a. Endorsements. You authorize the Credit Union, in its discretion, to accept transfers, checks, drafts, and other items for deposit into any of your accounts, whether or not they are endorsed by all payees. You authorize the Credit Union to supply missing endorsements if the Credit Union chooses to supply such endorsements. The Credit Union reserves the right to verify all endorsements on third party checks presented for deposit either in person or by comparison with member signature files. If insurance, government, and certain other checks or drafts require an endorsement as set forth on the back of the check, the Credit Union may require said endorsement. Endorsements must be placed in the space on the back of the check between the top edge and 1½ inches from the top edge. The Credit

Union may accept drafts or checks with endorsements outside this space. However, if any such endorsement or other markings you or any prior endorser make on the check cause any delay or error in processing the item for payment, you will be responsible for any loss incurred by the Credit Union due to the delay or error.

b. Collection of Items. The Credit Union shall not be responsible for deposits made by mail or at an unstaffed facility until the Credit Union actually receives them. In handling items for deposit or collection, the Credit Union only acts as your agent and assumes no responsibility beyond the exercise of ordinary care. The Credit Union will not be liable for default or negligence of any correspondent or for loss in transit, and each correspondent will only be liable for his or her own negligence. The Credit Union reserves the right to send any item for collection.

c. Final Payment. All items or Automated Clearing House ("ACH") transfers credited to your account are provisional and subject to our receipt of final payment. If final payment is not received, we reserve the right to charge your account for the amount of those items or ACH transfers and impose a return charge on your account. After we have received final payment, we refer to these deposits as collected items. If the Credit Union incurs any fee to collect any item, the Credit Union may charge such fee to your account. The Credit Union reserves the right to refuse or to return all or any item or funds transfer. The Credit Union shall have the right to charge back against your account all previously deposited items or other items endorsed by you that are returned to the Credit Union unpaid regardless of whether the amount of the item has been available for your use.

d. Direct Deposits. The Credit Union may offer direct deposit options allowing you to preauthorize deposits (i.e., payroll checks, Social Security or retirement checks, or other government checks) or preauthorize transfers from other accounts at the Credit Union. You must authorize any direct deposits to your accounts with a separate authorization form. If applicable, you must notify the Credit Union at least thirty (30) days prior to any direct deposit or preauthorized transfer if you wish to cancel or change the direct deposit or direct transfer option. Upon a filing of bankruptcy, if you fail to cancel any direct deposit authorization, you instruct your employer and the Credit Union to make and apply direct deposits in accordance with your authorization on file with the Credit Union. If the Credit Union is required to reimburse the U.S. Government for any benefit payment directly deposited into your account for any reason, you agree the Credit Union may deduct the amount returned from any of your accounts, unless prohibited by law.

e. Crediting of Deposits. Deposits made on Saturdays, Sundays, and Credit Union holidays will be credited to your account on the next business day. Ask for our current deposit cutoff time. Deposits received at unstaffed facilities such as night depositories will be credited on the day funds are removed and processed by the Credit Union. Items drawn from an institution located outside the United States are handled on a collection basis only. Deposits will be credited to your account when we receive final payment. You waive any notice of nonpayment, dishonor, or protest regarding any items purchased or received by the Credit Union for credit to your account or for collection.

11. Account Access.

a. Authorized Signature. In order to access any account, the Credit Union must have an authorized signature of yours on an Account Card. The Credit Union is authorized to recognize your signature, but will not be liable for refusing to honor any item or instruction of yours if it believes in good faith that the signature on such item or instruction is not genuine. If you have authorized the use of a facsimile signature, the Credit Union may honor any draft that appears to bear your facsimile signature even if it was made by an unauthorized person. If you give your account number to a third person, you authorize us to honor transactions initiated by the third person even if you did not specifically authorize a particular transaction, and you are liable for any subsequent transactions which may be processed by the third person.

b. Access Options. You may make withdrawals or transfers from your account in any manner which is permitted by the Credit Union (i.e., check, automated teller machines (ATMs), debit card, in person, by mail, automatic transfer, on line, or telephone). If the Credit Union accepts any draft that is not drawn on a form provided by the Credit Union, you will be responsible for any loss incurred by the Credit Union for handling the draft. The Credit Union may return as unpaid any check that is not drawn in the form provided by the Credit Union.

c. ACH & Wire Transfers. If offered, you may initiate or receive credits or debits to your account via wire transfer or ACH ("Automated Clearing House") transfer. You agree that if you receive funds by wire or ACH transfer, the Credit Union is not required to notify you at the time the funds are received. Instead, the transfer will be shown on your periodic statement. The Credit Union may provisionally credit your account for an ACH

transfer before it receives final settlement for the transfer. You agree that if the Credit Union does not receive final settlement for a transfer, it may reverse the provisional credit to your account, or you will refund the amount to the Credit Union. When you initiate a wire transfer, you must identify the recipient and any financial institution by name and by account or identifying number. The Credit Union and other institutions may rely on the account or other identifying number you give as the proper identification number, even if it identifies a different party or institution. Wire transfers are governed by Federal Reserve Regulation J if the transfer is cleared through the Federal Reserve. ACH transactions are governed by the rules of the National Automated Clearing House Association.

d. Credit Union Examination. The Credit Union may disregard information on any check other than the signature of the drawer, amount of the item, and any magnetic encoded information. You agree the Credit Union does not fail to exercise ordinary care in paying an item solely because its procedures do not provide for sight examination of items.

e. Electronic Check Transactions.

(1) Electronic Checks. If you authorize a merchant to electronically debit your checking account using the routing, account and serial number of your check to initiate the transfer, whether the check is blank, partially or fully completed and signed, such authorization is an electronic check conversion. An electronic check conversion is an electronic funds transfer ("EFT") subject to the terms of section III, Electronic Funds Transfer Agreement. You authorize us to honor any electronic check conversion from your checking account just the same as a regular written check.

(2) Electronic Re-presented Checks. If you write a check on a personal account that we return unpaid because of insufficient or uncollected funds, payee or any subsequent holder of the check may re-present the check to us, through an electronic instruction ("Electronic Re-presented Check") to charge your account for the amount of the check. If we receive an electronic re-presented check, we will pay or return the electronic re-presented check as if the original paper check was presented to us. Any collection fee you authorize the merchant to debit from your account is an electronic funds transfer subject to the terms of section III, Electronic Funds Transfer Agreement. If you want to reverse an electronic re-presented check, you must give us an affidavit within 15 days after we send or make available to you the periodic statement that reflects payment of that electronic re-presented check. In your affidavit, you must declare and swear under oath that the electronic re-presented check was ineligible or unauthorized. If we receive a proper notice or affidavit from you within the 15-day period, we will re-credit your account with the amount of the charge. If you wish to stop payment of any electronic re-presented check, you must follow the procedures contained in this Agreement for stopping payment of checks, not the procedures for stopping payment on electronic loan or bill payments. If you ask us to request the depositor's bank to send us the original paper check or a copy of the paper check, and we provide it to you, you agree that you will not seek to have your account re-credited due to a prior stop payment order or if the item is otherwise ineligible for collection.

f. Shared Branching Access. Once you have been a member of WSECU for thirty (30) days you will be eligible to conduct your Credit Union transactions at shared branch facilities within the FSCC Shared Branch network. Please ask us for a list of the participating shared branch facilities

12. Account Rates and Fees. The Credit Union's payment of dividends on any account is subject to the account rates and fees, earnings, payment and balance requirements as set forth on the Rate and Fee Schedule and each Share Certificate Receipt, which are incorporated herein by this reference. You agree the Credit Union may impose fees and charges for the deposit account services provided by the Credit Union. A current Rate and Fee Schedule has been provided to you separately. You agree the Credit Union may change the Rate and Fee Schedule from time-to-time and you will be notified of such changes as required by law.

13. Transaction Limitations.

a. Withdrawal Restrictions. The Credit Union will permit a withdrawal only if you have sufficient available funds in your account to cover the full amount of the withdrawal or have an established overdraft protection plan. Drafts or other transfer or payment orders which are drawn against insufficient available funds will be subject to a service charge, as set forth in the Rate and Fee Schedule. If there are sufficient available funds to cover some but not all of your withdrawal orders, the Credit Union may allow those withdrawals for which there are sufficient available funds in any order at the Credit Union's discretion.

The Credit Union may also refuse to allow a withdrawal in other cases; for example, any dispute between the owners about the account (unless a court has ordered the Credit

Union to allow the withdrawal); a legal garnishment or attachment is served; the account secures an obligation to the Credit Union; any required documentation has not been presented; or failure to repay a Credit Union loan on time. You will be advised of the reasons for refusal if such action is taken. The Credit Union reserves the right to require members to give notice in writing of any intended withdrawals from any account (except checks of not less than seven (7) days and up to 60 days,) as required by law, before such withdrawal.

b. Transfer Limitations. For savings accounts, you may make up to six (6) preauthorized, automatic, telephone, CU OnLine, or audio response transfers to another account of yours or to a third party during any calendar month. Of these six, you may make no more than three (3) transfers to a third party by check or debit card purchase. A preauthorized transfer includes any arrangement with the Credit Union to pay a third party from the member's account upon oral or written orders including orders received through an automated clearing house (ACH). There is no limit on the number of transactions you may make in the following manner: (i) transfers to any loan account with the Credit Union; (ii) transfers initiated in person, by mail, with signature or at an ATM. If a transfer request would exceed the transfer limitations set forth above in any statement period, the Credit Union may refuse or reverse the transfer, and your account will be subject to suspension or closure by the Credit Union, and the Credit Union may impose a charge.

14. Overdrafts.

a. Overdraft Liability. If on any day, the available funds in your checking account are not sufficient to cover checks and other items posted to your account, those checks and items will be handled in accordance with our overdraft procedures or an overdraft protection plan you have with us. The Credit Union has no duty to notify you of an insufficient funds check. The Credit Union's determination of an insufficient account balance may be made at anytime between presentation and the Credit Union's midnight deadline with only one review of the account required. Your account will then be subject to a charge for the item whether paid or returned as set forth in the Rate and Fee Schedule. Except as otherwise agreed in writing, the Credit Union, by covering one or any overdraft, does not agree to cover overdrafts in the future and may discontinue covering overdrafts at any time. If the Credit Union pays a draft that would otherwise overdraw your account, you agree to pay the overdraft amount immediately. We reserve the right to pursue collection of previously dishonored items at any time, including giving a payor bank extra time beyond any midnight deadline limits.

b. Overdraft Protection Plan. Unless you notify us, we will provide an overdraft protection plan for you. We will honor drafts drawn on insufficient funds in any checking account by transferring the necessary funds from a deposit account or loan account of yours, if applicable, to your share draft account. Unless otherwise directed, we will transfer funds to your overdrawn account, first from your loan account and then from your share 01 savings account, as applicable. Overdraft transfers will be in increments of \$100 to cover the overdraft. The fee for overdraft transfers is set forth in the Rate and Fee Schedule. Transfers from a deposit account will be governed by this Agreement. Transfers from a loan account will be governed by the applicable loan agreement.

c. Discretionary Overdraft Privilege Service. If you satisfy the eligibility requirements set forth in our Discretionary Overdraft Privilege Policy, we will provide our discretionary overdraft privilege service, under which we will pay items that would overdraw your account up to your established overdraft privilege limit. (If you have an established overdraft protection plan, the overdraft privilege service will only apply after all available funds in the overdraft protection service(s) have been exhausted.) Your account will be assessed the Credit Union's usual non-sufficient funds fee for each item paid. WSECU may impose additional eligibility requirements at any time, and may terminate the service in its sole discretion even if you continue to satisfy the minimum eligibility requirements. The Credit Union will notify you at the time of termination if it terminates the service. If at any time you wish to opt-out of this service, please contact the Credit Union.

15. Postdated and Staledated Items. You authorize us to accept and pay any check, even if the check is presented for payment before its date, unless you notify the Credit Union of the postdating. Your notice will be effective only if the Credit Union receives the notice in time for the Credit Union to notify its employees and reasonably act upon the notice, and you accurately describe the check, including the number, date, and amount. You understand that the exact information is necessary for the Credit Union's computer to identify the check. If you give the Credit Union an incorrect, incomplete, or untimely notice, the Credit Union will not be responsible for paying the item before the date stated, and the Credit Union may charge your account as of the date the Credit Union pays the item. You may make an oral notice which will lapse within fourteen (14) days unless

continued in writing within that time. A written notice will be effective for six (6) months. A written notice may be renewed in writing from time-to-time. You also agree not to deposit checks, drafts, or other items before they are properly payable. The Credit Union is under no obligation to you to pay a check or draft drawn on your account which is presented more than six(6) months after its date.

16. Stop Payment Orders.

a. Stop Payment Request. You may ask the Credit Union to stop payment on any personal check drawn upon your checking account. You may request a stop payment by telephone, by mail, or in person. The stop payment will be effective if the Credit Union receives the order in time for the Credit Union to act upon the order, and you state the number of the account, date, and number of the check and its exact amount. If you give the Credit Union incorrect or incomplete information, the Credit Union will not be responsible for failing to stop payment on the item. If the stop payment order is not received in time for the Credit Union to act upon the order, the Credit Union will not be liable to you or to any other party for payment of the item. If we re-credit your account after paying a check over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to transfer all of your rights against the payee or other holders of the check to the Credit Union, and to assist the Credit Union in legal action taken against the person.

b. Duration of Order. You may make an oral stop payment order which will lapse within fourteen (14) calendar days unless continued in writing within that time. A written stop payment order will be effective for six (6) months. A written stop payment order may be renewed in writing from time-to-time. The Credit Union is not obligated to notify you when a stop payment order expires. You may be charged a fee for each stop payment request.

c. Liability. The Credit Union may charge a fee for each stop payment order requested, as set forth in the Rate and Fee Schedule. You may not stop payment on any certified check or draft, cashier's check or teller's check, or any other check, draft, or payment guaranteed by the Credit Union. You should be aware that while payment of the item may be stopped, you may remain liable to any person, including the Credit Union, who is a holder of the item despite the stop payment order. You agree to indemnify and hold the Credit Union harmless from all costs, including attorney fees, damages, or claims related to the Credit Union's action in 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.

17. Lost Items. The Credit Union, in receiving items from you for withdrawal or deposit, acts only as your agent and reserves the right to reverse the credit for any deposited items or to charge your account for the items should they become lost in the collection process.

18. Credit Union's Liability for Errors. If the Credit Union does not properly complete a transaction according to this Agreement, the Credit Union will be liable for your losses or damages not to exceed the amount of the transaction, except as otherwise provided by law. The Credit Union will not be liable if: (a) through no fault of the Credit Union, your account does not contain enough money to make the transaction; (b) circumstances beyond the Credit Union's control prevents the transaction; (c) your loss is caused by your negligence or the negligence of another financial institution; or (d) the money in your account is subject to legal process or other claim. The Credit Union will not be liable for consequential damages except liability for wrongful dishonor. The Credit Union's actions will constitute the exercise of ordinary care if such actions or non-actions are consistent with applicable state law, Federal Reserve regulations and operating letters, clearing house rules, and general banking practices followed in the area serviced by the Credit Union. You grant the Credit Union 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 between oral representations by you or Credit Union employees and any written form will be resolved by reference to this Agreement and applicable written form.

19. Credit Union Lien and Security Interest. To the extent you owe the Credit Union money as a borrower, guarantor, endorser or otherwise, the Credit Union has a lien on any or all of the funds in any account in which you have an ownership interest at the Credit Union, regardless of the source of the funds. The Credit Union may apply these funds in any order to pay off your indebtedness. If the Credit Union chooses not to enforce its lien, the Credit Union does not waive its right to enforce the lien at a later time. In addition, you grant the Credit Union a consensual security interest in your accounts and agree the Credit Union may use the funds from your accounts to pay any debt or amount owed the

Credit Union, except obligations secured by your dwelling, unless prohibited by applicable law. All accounts are nonassignable and nontransferable to third parties.

20. Legal Process. If any legal action, such as a levy, garnishment, or attachment, is brought against your account, the Credit Union may refuse to pay out any money from your account until the dispute is resolved. If the Credit Union incurs any expenses or attorney fees in responding to legal process, such expenses may be charged against your account without prior notice to you, unless prohibited by law. Any legal process against your account is subject to the Credit Union's lien and security interest.

21. Account Information. Upon your request, the Credit Union will inform you of the name and address of each credit reporting agency from which the Credit Union obtains a credit report in connection with your account. The Credit Union agrees not to disclose information to third parties about your account regarding any transaction or balances except when: (1) it is necessary to complete the transaction; (2) the third party seeks to verify the existence or condition of your account in accordance with the Fair Credit Reporting Act or other applicable laws and regulations; (3) such disclosure is in compliance with the law, government agencies, or court orders; or (4) you give us your written permission.

22. Notices.

a. Name or Address Changes. It is your responsibility to notify the Credit Union upon a change of address or change of name. The Credit Union is required to attempt to communicate with you only at the most recent address you have provided to the Credit Union. The Credit Union may accept oral notices of a change in address, and may require any other notice from you to the Credit Union be provided in writing to a branch manager or officer of the Credit Union. If the Credit Union attempts to locate you, the Credit Union may impose a service fee as set forth in the Rate and Fee Schedule.

b. Notice of Amendments. Except as otherwise prohibited by applicable law, the terms of this Agreement are subject to change at any time. The Credit Union will notify you of any changes in account terms, rates, or fees as required by law. Changes in account ownership such as adding or removing a joint account owner must be evidenced by a new Account Card signed by all owners which, upon execution, will be incorporated herein by this reference. The Credit Union reserves the right to waive any term in this Agreement. Any such waiver shall not affect the Credit Union's right to enforce any right in the future. If you have elected to receive electronic communication from us, we will notify you electronically as permitted by applicable law.

c. Effect of Notice. Any written notice you give to the Credit Union is effective when it is actually received by the Credit Union. Any written notice the Credit Union gives to you is effective when it is deposited in the U.S. Mail, postage prepaid, and addressed to you at your statement mailing address. Notice to any one account owner is considered notice to all owners of the account. You may use the E-mail at www.wsecu.org to send messages to us. Electronic mail may not, however, be used to initiate transactions on your account. The Credit Union may not immediately receive electronic mail communications that you send, and the Credit Union will not take action based on electronic mail requests until the Credit Union actually receives your message and has a reasonable opportunity to act.

d. Notice of Negative Information. We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

23. Taxpayer Identification Numbers (TIN) and Backup Withholding. If your account is or becomes subject to backup withholding, the Credit Union is required by law to withhold and pay to the Internal Revenue Service (IRS) a required percentage of payments of interest, dividends, and certain other payments under certain conditions. Your failure to furnish a correct taxpayer identification number (TIN) or meet other applicable requirements may result in backup withholding as well as civil or criminal penalties. If you refuse to provide your TIN, the Credit Union may suspend the opening of your account, or you may request a non-dividend bearing account until a TIN is provided.

24. Statements.

a. Contents. You will receive a periodic statement of all transactions and activity on your account during the statement period. If a periodic statement is provided, you agree that only one statement is necessary for a multiple party account. For checking accounts, you understand that, when paid, your original check becomes property of the Credit Union and may not be returned to you. Copies will be retained by the Credit Union or a payable through financial institution and made available upon your request. You understand statements and checks are made available to you on the date the statement is mailed to you.

b. Electronic Statements (E-Statements). If your statement is provided electronically, statements will be: (1) electronically mailed to you as an attachment; or (2) you will be sent a notice via electronic mail that will direct you to a site we maintain or cause to be maintained where you may access, review, print and otherwise copy/download your periodic statements using procedures we authorize. Electronic mails from us will be sent to the electronic mail address provided by the account owner.

c. Examination. You are responsible for examining each statement and reporting any irregularities to the Credit Union. The Credit Union will not be responsible for any forged, altered, or unauthorized item drawn on your account if: (1) you fail to notify the Credit Union within thirty (30) days of the mailing date of the earliest statement and availability of checks containing any forgery, alteration, or unauthorized signature on the item; or (2) if any items are forged or altered in a manner not detectable by a reasonable person including the unauthorized use of a facsimile signature machine.

d. Notice to Credit Union. You agree that the Credit Union's retention of drafts does not alter or waive your responsibility to examine your statements and draft copies or the time limit for notifying the Credit Union of any errors. The statement will be considered correct for all purposes and the Credit Union will not be liable for any payment made or charge to your account unless you notify the Credit Union in writing within the above time limit after the statement and checks are made available to you.

25. Inactive and Abandoned Accounts. If you have an account and have not made a withdrawal from, deposit to, or transfer involving your account for more than one (1) year and the Credit Union has been unable to contact you by regular mail during that period, the Credit Union may classify your account as an inactive account and may charge an inactive account service fee as allowed by applicable law as set forth in the Rate and Fee Schedule. Thereafter, dividends will be paid on the account unless the balance falls below any minimum balance requirement. Accounts will continue to incur any applicable monthly maintenance fee until closed by the member. You authorize us to transfer funds from an available account of yours to cover the monthly maintenance fee, if necessary. The Credit Union will notify you at your last known address prior to imposing any fee as required by law. If a deposit or withdrawal has not been made on the account and the Credit Union has had no other contact with you for three (3) years as required by the Uniform Unclaimed Property Act, the account will be presumed to be abandoned. Funds in abandoned accounts will be remitted in accordance with state law. Once funds have been turned over to the state, the Credit Union has no further liability to you for such funds, and if you choose to reclaim such funds, you must apply to the appropriate state agency.

26. Death of Account Owner. The Credit Union may require the survivor or other claimant to the account to produce certain documents before releasing the funds in the account. The Credit Union may continue to honor all transfers, withdrawals, deposits, and other transactions on the account until the Credit Union learns of an account owner's death. Once the Credit Union learns of a member's death, the Credit Union may pay checks or honor other payments or transfer orders authorized by the deceased member for a period of ten (10) days unless the Credit Union receives instructions from any person claiming an interest in the account. The Credit Union can require that anyone who claims funds in your account after your death to indemnify the Credit Union for any losses resulting from honoring that claim.

27. Termination of Account. The Credit Union may terminate your account 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 or fraud reported or committed involving your account; (3) there is a dispute as to the ownership of the funds in the account; (4) any account checks are lost or stolen; (5) if there are excessive returned unpaid items not covered by an overdraft protection plan; (6) if there has been misrepresentation or other abuse of your account(s); or (7) if we have reason to believe that there has been an unauthorized use of any Card, PIC, or PIN issued to you; (8) we reasonably deem it necessary in order to prevent a loss to the Credit Union. You may terminate your account at any time by notifying the Credit Union by oral direction or in writing. The Credit Union is not responsible for payment of any check, withdrawal, or other item once your account is terminated; however, if the Credit Union pays a check after termination, you agree to reimburse the Credit Union for payment.

28. Termination of Membership. You may terminate your membership at the Credit Union after giving written notice of your intent to withdraw from membership. You may be denied services or expelled from membership for any reason allowed by applicable law, including causing a loss to the Credit Union.

29. Special Account Instructions. You may request the Credit Union to facilitate certain trust, will, or court-ordered account arrangements. However, because the Credit Union does 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. You and any surviving owner or beneficiary agree to indemnify and hold the Credit Union harmless from any claim or liability asserted against the Credit Union as a result of the disposition of funds in reliance on this Agreement and any account designations you make. If you ask the Credit Union to follow instructions that the Credit Union believes might expose it to claims, suits, lawsuits, expenses, liabilities, or damages, whether directly or indirectly, the Credit Union may refuse to follow your instructions or may require you to post a bond to indemnify the Credit Union. Any item presented with a full payment legend must be presented in person to a Credit Union officer; otherwise, payment is accepted with full reservation of rights. Account changes requested by you, or any account owner, such as adding or closing an account or service, must be evidenced by a signed Account Card and accepted by the Credit Union. The Credit Union will not recognize the authority of someone to whom you have given power of attorney without written authorization and a copy of the Power of Attorney.

30. Severability. In the event that any paragraph of this Agreement or any portion thereof is held by a court to be invalid or unenforceable for any reason, the other paragraphs and portions of this Agreement shall not be invalid or unenforceable and will continue in full force and effect.

31. Enforcement. You agree to be liable to the Credit Union for any liability, loss, or expense as provided in this Agreement that the Credit Union incurs as a result of any dispute involving your accounts or services. You authorize the Credit Union to deduct any such liability, loss, or expense from your account without prior notice to you. In the event either party brings legal action to enforce the Agreement or collect any overdrawn funds on accounts accessed under this Agreement, the prevailing party shall be entitled, subject to applicable law, to payment by the other party of its reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions, if applicable.

32. Governing Law. This Agreement is governed by the Bylaws of the Credit Union, federal laws and regulations, the laws and regulations of the State of Washington, and local clearinghouse rules, as amended from time-to-time. Any disputes regarding this Agreement shall be subject to the jurisdiction of the court of the county in which the Credit Union is located.

II. FUNDS AVAILABILITY POLICY

1. General Policy. For savings accounts, we reserve the right to place reasonable holds on deposits to the extent permitted by law.

For checking accounts, our policy is to make funds from your deposits available to you on the first business day that we receive your deposit, subject to the following terms and conditions. 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. 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 5:30 p.m. at a branch office or 12:00 p.m. at Credit Union ATMs 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 5:30 p.m. at a branch office or 12:00 p.m. at Credit Union ATMs, or on a day we are not open, we will consider the deposit was made on the next business day we are open.

2. Reservation of Right to Hold. In some cases, we will not make all of the funds that you deposit by check available to you on the first business day that we receive your deposit. Depending on the type of check that you deposit, funds may not be available until the fifth business day after the day of your deposit. However, the first \$100.00 of your total days deposit 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.

3. 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

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 above for the type of check that you deposited.

4. When Longer Delays May Apply. We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:

a. We believe a check you deposit will not be paid.

b. Your check deposit totals more than \$5,000 on any one day.

c. You deposit a check that has been returned unpaid.

d. You have overdrawn your account repeatedly in the last six months.

e. There is an emergency, such as failure of communications or computer equipment.

f. During the first 30 days of membership or a new checking account. 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. They will generally be available no later than the ninth business day after the day of your deposit.

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 \$5,000 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 first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$5,000 will be available on the seventh 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 \$5,000 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 ninth business day after the day of your deposit.

5. Special Rules for New Accounts. If you are a new member, or open a new checking account, 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 \$5,000 of a day's total deposits of cashier's, certified, teller's, travelers, and federal, state, and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$5,000 will be available on the ninth 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 \$5,000 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 ninth business day after the day of your deposit.

6. Deposits at Automated Teller Machines (ATMs). Funds from any deposits made at an automated teller machine (ATM) we do not own or operate may be subject to hold until the fifth business day after the day of your deposit. Credit Union ATMs are identified as our machines and are located at various locations.

7. Substitute Checks and Your Rights. To make check processing faster, federal law permits banks to replace original checks with "substitute checks". These checks are similar in size to original checks with a slightly reduced image of the front and back of the original checks. The front of the substitute check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a substitute check as proof of payment just like the original check.

Some of the checks that you receive back from us, such as returned deposit items, may be substitute checks. When you receive a substitute check from us, it will be accompanied by a notice describing your rights.

III. ELECTRONIC FUNDS TRANSFERS

Electronic Fund Transfers (EFT's) are payments to, or withdrawals from, your account which are started electronically. These types of transactions are sometimes called "paperless" transactions because they do not use checks or other paper instruments.

By signing the Account Card or using your ATM Card, your Debit Card, ActionLine, CU OnLine or by initiating electronic deposits or withdrawals to your account, you agree to the following terms governing your rights and responsibilities, and ours, concerning the electronic funds transfer services, as applicable. Terms and conditions set forth

elsewhere in this Agreement shall also apply to your electronic funds transfer service. Electronic funds transfers ("EFTs") are electronically initiated transfers of money through direct deposits, automated teller machines ("ATM"), and audio response transactions involving your deposit accounts at the Credit Union.

1. Services.

a. ATMs. You may use your Card and Personal Identification Code ("PIC") in ATMs of the Credit Union, point of sale terminals, and such other machines or facilities as the Credit Union may designate. At the present time, you may use your Card to:

- Make deposits to your savings or checking accounts.
- Withdraw cash from your savings and checking accounts.
- Transfer funds between your savings and checking accounts.
- Obtain balance information for your savings and checking accounts.
- Make loan payments from your savings and checking accounts.
- Access an existing Line of Credit Account.
- Pay for purchases from merchants who have agreed to receive the card at POS terminals.

b. Debit Card. You may use your Debit Card to purchase goods and services anywhere Visa is accepted. Funds to cover your Debit Card purchases will be deducted from your checking account. If the balance in your account is not sufficient to pay the transaction amount, the Credit Union may treat the transaction as an overdraft request pursuant to the overdraft protection plan or may terminate all services under this Agreement.

c. Direct Deposit. Upon instruction of (i) your employer or (ii) the Treasury Department or (iii) other financial institutions, the Credit Union will accept direct deposits of your paycheck or of federal recurring payments, such as Social Security or VA benefits.

d. Monthly pre-authorized transfers to or from your account. Pre-authorized transfers may be a part of your monthly payroll deduction, or they may be independent of your payroll deduction. Pre-authorized transfers which are part of your payroll deduction are limited to transfers between accounts in Washington State Employees Credit Union, and may not vary in amount from month-to-month.

e. Electronic Check Transactions. 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: (i) pay for purchases; (ii) pay bills. With that action, you then authorize us to honor any electronic check conversion transaction and re-presented check fee debit transactions you authorize ("electronic check transactions"). You agree that your authorization for an electronic check transaction occurs when you initiate such a transaction after receiving any notice regarding the merchant's right to process the transaction, including any written sign provided by the merchant at the time of your transaction. All terms governing electronic funds transfer services will apply to electronic check transactions, except the \$50 and \$500 limits of liability for unauthorized transactions in Section 4, Member Liability. You remain responsible for notifying us of any unauthorized electronic check transaction shown on your statement.

f. ActionLine. If we approve the ActionLine telephone access service for your accounts, a separate four (4) digit personal identification number (PIN) will be assigned to you. You must use your PIN along with your account number to access your accounts via telephone.

At the present time you may use the ActionLine service to:

- Obtain balance, deposit, withdrawal, dividend, loan payoff, and due date information on your accounts at the Credit Union.
- Transfer funds among your savings and checking accounts.
- Withdraw funds from your savings and loan accounts by check, made payable to you and mailed to you at your mailing address.
- Make loan payments from your savings or checking account to a loan account of yours.
- Make loan payments from your savings or checking to a WSECU Visa account.
- Such other transactions as offered and permitted in the future.

g. CU OnLine. Upon your agreement to the Terms and Conditions for the use of CU OnLine, provided to you separately at the time of enrollment, and our approval, you may use your personal computer to access your accounts. You must use your User ID Code along with

your Security Code to access your accounts. The CU OnLine service is accessible seven (7) days a week, 24 hours a day. You will need a personal computer and access to the Internet (World Wide Web). You are responsible for the installation, maintenance and operation of your computer. The Credit Union will not be responsible for any errors or failures involving any telephone service or your computer. At the present time, you may use the CU OnLine service to:

- Transfer funds between your savings, checking, and loan accounts.
- Review account balances and transaction history for your savings and checking accounts.
- Review information on your loan accounts including payoff amounts, due dates, finance charges, interest rate, balance, and history information.
- Communicate with the Credit Union using the electronic mail (E-mail) feature.

h. BillPay OnLine. Upon approval for CU OnLine services, you may use BillPay, a component of CU OnLine, to authorize payments from your WSECU checking account to payees you have designated.

2. Service Limitations.

a. ATMs.

(1) Withdrawals. For Credit Union ATMs, (i) there is no limit on the number of withdrawals you may make, however, you may be charged a fee as set forth in the Rate and Fee Schedule; and (ii) you may withdraw up to \$505 per day if there are sufficient funds in your account. If you overdraw your account, you may be charged an Overdraft Fee as set forth in the Rate and Fee Schedule. Because of the servicing schedule, there may be limited occasions when the Credit Union's computer is unavailable and can not provide an account balance and/or a lower limit may be in effect.

(2) Deposits. You may make deposits at designated ATMs. Because of the servicing schedule and processing time required in ATM operations, there may be a delay between the time a deposit (either cash or check) is made and when it will be available for withdrawal. Deposits are subject to verification by the Credit Union. The first \$250.00 of an ATM deposit is available immediately; the remainder of the deposit is available one business day after the deposit. On an exception basis, longer holds may apply.

(3) Line of Credit Advances. The amount of Line of Credit Advances you may make is limited to your daily ATM withdrawal limit, POS limit, and available credit. Line of Credit Advances are governed by your previously executed Consumer Loan Agreement and Disclosure.

b. Point of Sale. Purchases at POS terminals can be made as often as you like from a checking account. You may purchase up to a maximum of \$2500 of goods and services each day. This maximum amount is exclusive of the maximum withdrawals you may make at ATMs. Because of the servicing schedule there may be a limited occasion when the Credit Union computers are down and may limit you \$505 per day.

c. Purchase Limitations. There is no limit on the number of purchase transactions you may make during a statement period. No purchase may exceed the available funds in your account. The Credit Union reserves the right to refuse any transaction which would draw upon insufficient funds, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. The Credit Union may set other limits on the amount of any transaction, and you will be notified of those limits. The Credit Union may refuse to honor any transaction for which you do not have sufficient available verified funds. Because of the servicing schedule there may be a limited occasion when the Credit Union computers are down and may limit you \$1,000 per day. The Credit Union will place a hold on the funds in your account for your purchase authorizations. Holds will be for two days from the date of purchase to allow for settlement or will be released when the transaction post to your account, whichever comes first.

d. ActionLine. Your accounts can be accessed under ActionLine via telephone. ActionLine service will be available for your convenience seven (7) days per week. This service may be interrupted for a short time each day for data processing. If you call during this time you will hear, "Unavailable at this time." While there is no limit to the number of inquiries or withdrawal requests you may make in any one day, there are certain limitations on transfers from savings and checking accounts. Transfers from a savings account will be limited to six (6) in any one month.

No transfer, withdrawal, or loan payment may exceed the available funds in your account. The Credit Union reserves the right to refuse any transaction which would draw upon

nonsufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. Transactions made after the close of normal business hours each day will be posted to your account on the next business day after the date of the transaction. All checks are payable to you as a primary member and will be mailed to your address of record. The Credit Union may set other limits on the amount of any transaction, and you will be notified of those limits. The Credit Union may refuse to honor any transaction for which you do not have sufficient available verified funds. There is no limit on the number of transaction requests you may make during a single phone call. The system will time-out after 30 seconds if no transaction is entered, and after eight minutes in all cases. If you wish to make any further transactions, you will have to call back. The system will also time-out after three unsuccessful attempts to enter a transaction.

e. CU OnLine Limitations. Your accounts can be accessed under CU OnLine via a personal computer. CU OnLine service will be available for your convenience seven (7) days per week. This service may be interrupted for a short time each day for data processing. The account balance and transaction history information may be limited to recent account information involving your accounts. The Credit Union may not immediately receive electronic communications that you send, and the Credit Union will not take action based on electronic requests until the Credit Union actually receives your message and has a reasonable opportunity to act. If you need to contact the Credit Union immediately regarding an unauthorized transaction or stop payment request, you may contact the Credit Union by telephone. Transactions involving your deposit accounts are subject to the terms of your Membership and Account Agreement, and transactions involving a line of credit account will be subject to your Loan Agreement and Disclosures, as applicable.

f. BillPay OnLine Limitations. You may authorize new payment instructions or edit previously authorized payment instructions for payments that are either variable (i.e. payments on merchant accounts that vary in amount) or fixed (i.e. fixed mortgage payments). When you transmit a payment instruction to us, you authorize us to transfer funds from your checking account to fulfill the payment transaction. The Credit Union will not process any payment transaction if we know the required transaction information is incomplete. In any event, the Credit Union will not be liable for any transaction that contains incorrect information that the Credit Union was not responsible for entering or knowing. If there are insufficient funds in your account to cover the payment transaction, we may refuse to make the payment and/or transfer funds from any overdraft protection account you have established, or overdraw your account and charge an Overdraft fee as set forth in the Rate and Fee Schedule. The Credit Union reserves the right to refuse to process payment transactions that reasonably appear to the Credit Union to be fraudulent or erroneous. The Credit Union will attempt to withdraw the designated funds from your account for the payment on the same date you schedule the payment for and process your payment transaction within one(1) business day. It is your responsibility to schedule your payments in such a manner that your obligations will be paid on time. You should schedule your payment transaction for a date that is at least five (5) business days before the bill is due. You are responsible for any late fees or finance charges that may be imposed as a result of your failure to schedule a timely bill payment transaction.

g. Foreign Transactions. Purchases and cash advances made in foreign countries and foreign currencies will be billed to you in U.S. Dollars. Transactions processed outside of the United States will be charged a foreign transaction fee in an amount to be determined by the Credit Union, regardless of whether there is a currency conversion associated with the transaction. The conversion exchange rate between the transaction currency and the billing currency used for processing international transactions to U. S. Dollars will be from a range of rates which may vary selected by VISA® USA from the wholesale currency market rate or the government mandated rate in effect for the applicable Central Processing Date (CPD), in each instance, plus or minus any adjustment determined by the Credit Union as a VISA Issuer. A VISA International Service Assessment (ISA) Fee will be billed to you separately as the Foreign Currency Conversion Fee on all cross border transactions. A foreign transaction is any transaction that you complete or a merchant completes on your card outside of the U.S., Puerto Rico or the U.S. Virgin Islands; this may include internet transactions.

h. Illegal Use and Internet Gambling. You agree that all transactions that you initiate by use of your VISA Debit Card are legal in the jurisdiction where you live and/or where the transaction occurred. Internet gambling may be illegal in the jurisdiction in which you are located, including the United States. Your Debit Card may only be used for legal transactions. Display of a payment card logo by an online merchant does not mean that internet gambling transactions are lawful in all jurisdictions in which you may be located. WSECU has restricted all online gambling transactions with the Visa Debit Card.

3. Conditions of EFT Use. The use of your Account and EFT services are subject to the following conditions:

a. Ownership of Cards. Any Card or other device which we supply to you is our property and must be returned to us, or to any person whom we authorize to act as our agent, or to any person who is authorized to honor the Card, immediately according to instructions. The Card may be repossessed at any time in our sole discretion without demand or notice. You cannot transfer your Card or Account to another person.

b. Honoring the Card. Neither we nor merchants authorized to honor the Card will be responsible for the failure or refusal to honor the Card or any other device we supply to you. If a merchant agrees to give you a refund or adjustment, you agree to accept a credit to your Account in lieu of a cash refund. You may not use your Card or account for any transaction that is unlawful or illegal. We may decline to authorize any transaction that we believe may be unlawful or illegal.

c. Non-Visa Debit Transactions. WSECU enables non-Visa debit transaction processing and does not require that all such transactions be authenticated by a PIN. A non-Visa debit transaction may occur on your WSECU debit card through the CO-OP Network. Below are examples to distinguish between a Visa debit and non-Visa debit transaction:

- To initiate a Visa debit transaction at the point of sale, the cardholder signs a receipt, provides a card number (e.g., in e-commerce or mail/telephone order environments) or swipes the card through a point-of-sale terminal.
- To initiate a non-Visa debit transaction, the cardholder enters a PIN at the point-of-sale terminal or, for certain bill payment transactions, provides the account number for an e-commerce or mail/telephone order transaction after clearly indicating a preference to route it as a non-Visa transaction.

A non-Visa debit transaction will not provide the zero liability protection benefit, and if a Rewards program is present, a non-Visa debit transaction may not be an eligible Rewards transaction.

d. Security of Personal Identification Number/Code (PIN/PIC). The ATM-PIC and ActionLine PIN issued to you is for your security purposes. The numbers are confidential and should not be disclosed to third parties or recorded on or with the Card. You are responsible for safekeeping your PIC. You agree not to disclose or otherwise make your PIC available to anyone not authorized to sign on your accounts. If you authorize anyone to use your PIC, that authority shall continue until you specifically revoke such authority by notifying the Credit Union. If you fail to maintain the security of these access codes/numbers and the Credit Union suffers a loss, we may terminate your ATM and account services immediately. The ATM/DEBIT PIC are unique to each individual card. The PIC may change with each ATM/DEBIT card reissue.

4. Member Liability. You are responsible for all transfers you authorize using your EFT services under this Agreement. If you permit other persons to use an EFT service, Card or PIC/PIN/access code, you are responsible for any transactions they authorize or conduct on any of your accounts. However, tell us at once if you believe anyone has used your Account, Card or PIC/PIN/access code and accessed your accounts without your authority. Telephoning is the best way of keeping your possible losses down. For **Debit Card** purchase transactions, if you notify us of your lost or stolen card within two (2) business days of discovery, you may not be liable for any losses. If you notify us of your lost or stolen card after two (2) business days of your discovery, your maximum liability for losses to your account may be up to \$50. These liability limits will apply, provided you were not grossly negligent or fraudulent in handling your **Debit Card** and you provide us with a written statement regarding your unauthorized **Debit Card** claim, otherwise the liability limits set forth below may apply for all other EFT transactions, including your ATM Card. If you notify us within two (2) business days of discovery of your loss or theft, you can lose no more than \$50 if someone used your card and/or code without your permission, provided you were not grossly negligent or fraudulent in handling your **ATM Card** or **Account**. If you do not tell us within two (2) business days after you learn of the unauthorized use of your account or EFT service and we can prove that we could have stopped someone from accessing your account without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows EFT transfers that you did not make, tell us at once. If you do not tell us within sixty (60) days after the statement was mailed to you, you may be liable for the following amounts if we can prove that we could have stopped someone from making transfers if you had told us in time: (i) for unauthorized Debit Card purchase transactions up to the limits set forth above, and (ii) for all other unauthorized EFT transactions up to the full amount of the loss. If a good reason (such as a hospital stay) kept you from telling us, we will extend the time period.

Tell us at once if you believe your card and/or PIN has been lost or stolen, or if you believe that an electronic funds transfer has been made without your permission using information from your check, by *immediately* calling 800.562.0999 during business hours and 866.861.5416 after hours, or write to the following address:

WSECU
PO Box WSECU
Olympia, WA 98507

5. Business Days. Our business days are Monday through Friday; holidays are not included.

6. Fees and Charges. There are certain charges for electronic fund transfer services as set forth in the Rate and Fee Schedule. From time-to-time the charges may be changed. We will notify you of any changes as required by law. If you use an ATM that is not operated by us, you may be charged an ATM surcharge by the ATM operator or an ATM network utilized for such transaction. The ATM surcharge will be debited from your account if you elect to complete the transaction.

7. Right to Receive Documentation Transfers

a. Periodic Statements. Transfers and withdrawals transacted through an ATM, POS terminal, your Debit Card, or the ActionLine or CU OnLine system will be recorded on your periodic statement.

b. Direct Deposits. If you have arranged to have a direct deposit made to your account at least once every sixty (60) days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by calling 1-800-562-0999. This does not apply to transactions occurring outside the United States.

c. Terminal Receipt. You will get a receipt at the time you make any transaction greater than \$15.00 involving your account using an ATM, POS terminal, or your Debit Card.

8. Account Information Disclosure. We will disclose information to third parties about your account or the transfers you make:

- As necessary to complete transfers;
- To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant;
- To comply with government agency or court orders;
- If you give us your written permission.

9. Credit Union 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 money in your account to make the transfer, your account is inactive, or the transfer would go over the credit limit on your line of credit.
- If you used the wrong ATM-PIC, ActionLine PIN or you used an ATM-PIC or ActionLine PIN or Card in an incorrect manner.
- If the Card has expired or is damaged and cannot be used.
- If the ATM where you are making the transaction does not have enough cash.
- If the ATM was not working properly and you knew about the problem when you started the transaction.
- If circumstances beyond our control (such as fire, flood or power failure) prevent the transaction.
- If the money in your account is subject to legal process or other claim.
- If your account is frozen because of a delinquent loan.
- If there are other exceptions as established by the Credit Union.
- The ATM or POS terminal may retain your Card in certain instances, in which event you may contact the Credit Union about its replacement.
- If the error was caused by a system beyond the Credit Union's control such as your internet service provider.
- If you have not given the Credit Union complete, correct and current instructions so the Credit Union can make a transfer or bill payment.

- If the accounts to which you request a bill payment transfer to be made have been closed or the vendor will not accept such payments.
- If you have bill payment services, the Credit Union can only confirm the amount, the participating merchant, and date of the bill payment transfer made by the Credit Union. For any other error or question you have involving the billing statement of the participating merchant, you must contact the merchant directly. The Credit Union is not responsible for investigating such errors.

10. Preauthorized Electronic Fund Transfers/Affidavits

a. Stop Payment Rights. If you have arranged in advance to make regular electronic fund transfers out of your account(s) for money you owe others, you may stop payment of preauthorized transfers from your account. You must notify the Credit Union orally or in writing at the telephone number and address stated above any time up to three (3) business days before the scheduled date of the transfer. The Credit Union may require written confirmation of the stop payment order to be made within fourteen (14) days of any oral notification. Affidavits will be required to be signed by you when requesting re-credit for ACH debit entries that you claim are unauthorized or for which authorization has been revoked, or in the case of re-presented check entries which you claim were improperly originated. If we do require the written confirmation, the oral stop payment order shall cease to be binding fourteen (14) days after it has been made. You may be charged a fee for each stop payment request.

b. Notice of Varying Amounts. If these regular payments vary in amount, the company you are going to pay will tell you, ten (10) days before each payment, when it will be made and how much it will be.

c. Liability for Failure to Stop Payment of Preauthorized Transfers. If you order us to stop one of these payments three (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.

11. Notices. The Credit Union reserves the right to change the terms and conditions upon which this service is offered. The Credit Union will mail notice to you at least twenty-one (21) days before the effective date of any change, as required by law. Use of this service is subject to existing regulations governing the Credit Union account and any future changes to those regulations.

12. Billing Errors. In case of errors or questions about your electronic transfers, telephone us at the phone numbers or write us at the address set forth above as soon as you can. We must hear from you no later than sixty (60) days after we sent the first statement on which the problem appears.

- Tell us your name and account number (if any).
- Describe the error or transaction 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 ten (10) business days.

We will tell you the results of our investigation within ten (10) business days after we hear from you and will correct any error promptly. For errors related to transactions occurring within thirty (30) days after the first deposit to the account (new accounts), we will tell you the results of our investigation within twenty (20) business days. If we need more time, however, we may take up to forty-five (45) calendar days to investigate your complaint or question ninety (90) calendar days for POS transaction errors, new account transaction errors, or errors involving transactions initiated outside the United States). If we decide to do this, we will re-credit your account within ten (10) business days (five (5) business days for Debit purchase transactions) 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 re-credit your account.

If we decide after our investigation that an error did not occur, we will deliver or mail to you an explanation of our findings within three (3) business days after the conclusion of our investigation. If you request, we will provide you copies of documents (to the extent possible without violating other members' rights to privacy) relied upon to conclude that the error did not occur.

PRIVACY PROMISE

INFORMATION WE COLLECT

We collect relevant information about you in order to establish and maintain your account, to provide you a full range of high quality services, offer you products or services or as the law allows/requires us to collect. This can include personal and financial information from you that is nonpublic. Depending on the accounts and services you request and use, we collect information about you from the following sources:

Your Applications. We retain personal information (such as name, address, social security number, phone number, birth date, employment data, financial status and credit history) we receive from you on any application you provide including, but not limited to, those for deposit accounts, Electronic Funds Transfer service, credit cards, consumer and real estate loans, financial planning, insurance and securities.

Interviews. From time to time, we may ask questions regarding your financial history and obtain other general information from you in order to determine whether we have additional products or services which might meet your needs

Your Transactions. Any time you make a transaction on one of your accounts, including ATM or card transactions, loan advances, transactions through CU OnLine (online banking), over the phone or at a branch, we retain the transaction information (such as your account number, the date, the amount and the location of the transaction).

Credit Reports. When we evaluate your application for an account or service, we may request a credit report about you from a consumer reporting agency. We retain the personal and credit history information about you from these reports, and we may use it to evaluate future account service requests or product offerings.

Online. We obtain information online under some conditions when you use our website at wsecu.org or the websites of our affiliate. This includes retaining information you provide us on online applications, from your CU OnLine transactions or information you send to us via e-mail.

INFORMATION WE SHARE

In order to provide you high quality financial services, more choices and greater convenience, information is shared between our affiliate, One Washington Financial, and us and, in some cases, third-party service providers, as is permitted by law. However, we limit any information sharing to the extent necessary to service your account or offer new services to you. Information we may have about former members is generally only shared or disclosed if required to enforce or administer an account or as required by law.

Sharing Information With Our Affiliate. In order to provide members and clients with convenient access to competitive products and services, personal information and account information (such as name, account number, type of accounts, account balances, SSN, etc.; transaction history and general personal information we collect from time to time) is shared between WSECU and our affiliate so both organizations can serve you more efficiently. If you prefer that we not share information with our affiliate or receive offers from our affiliate, you may select the opt out choice outlined below.

Sharing Information With Third-Party Service Providers. We seek to limit the sharing of information with companies outside of WSECU and our affiliate. We do so only when necessary to conduct our operations to service accounts, process transactions or offer you new products or services. Some instances require the need to share information with third-party service providers and by doing so, this allows you to get access and receive services that make your life easier (such as being able to use ATMs, bill pay services and other banking features). Additional examples of third party service providers that we share information with can include: data processing companies; check, ATM and other payment processing companies; payment networks such as BillPay; loan service providers; collection agencies; credit reporting agencies, insurance companies and companies providing marketing support. These business partners provide services on our behalf and will agree in writing to keep the information we provide them confidential. We share the following categories of information to third party service providers depending on the specific services provided:

- Personal information (such as name, address, social security number and account number, etc.)
- Account information (such as type of accounts, account balances and transaction history, etc)
- Transaction information (such as dates, amounts, locations and type of transaction, etc.)

We do not sell member information nor share your account numbers with independent third-party marketers wanting to offer you their products and services. While we may offer you financial products and services from third-party service providers, we do not share your nonpublic information with them in order to do so. We also do not share social security numbers with third party marketing firms to offer our own products.

Sharing Information as Legally Required or Permitted. We may share information about you and your accounts in response to a lawful request issued by a court, government agency or regulatory authority or as otherwise permitted by law in order to administer or enforce your account. We may also share our experience information about you with credit bureaus. Our experience information about payday loan applicants may be shared with other non-affiliated parties or credit bureaus solely for underwriting purposes. Our reporting to credit bureaus is governed by the Fair Credit Reporting Act, which affords you the right to ensure fair and accurate credit reporting.

YOUR OPT OUT RIGHTS

A. Opt Out of Marketing Solicitations. We believe that the services and products we offer will be of value and interest to you. If you prefer, however, not to receive direct mail promotional offers and informational material other than those that are included in your monthly statements, we are happy to honor that request. By choosing to opt out of WSECU's direct mailings, please know you will still receive all required legal disclosures, notices, monthly statement(s) and promotional materials and WSECU newsletters that may be included in your monthly statement. Opting out means you will not receive separate direct mail pieces announcing offers for WSECU products or services or informational mailings such as those announcing branch events or other general information WSECU occasionally sends. Selecting to opt out also means you will not receive promotional offers from our affiliate.

B. One Washington Financial. In addition to WSECU's products and services, we believe the products and services of our affiliate, One Washington Financial, will be of value and interest to you. From time to time, we will share your personal, financial or general information we have collected with our affiliate, One Washington Financial. However, you have the right to limit our affiliate's marketing of their products and services based on your account and transaction information that we may share with them. If you prefer, you may direct us not share this information by providing your opt out below. Opting out means we will not share or disclose personal financial or other general information provided by you about your accounts, assets and liabilities not held at WSECU, with our affiliate that we might otherwise share with our affiliate. Opting out does not prevent us from sharing or disclosing personal information, account information, and/or transaction information to our affiliate to service or administer an account or as permitted by law.

C. Opt Out Election. The following opt out election information explains the nature of your opt out and how you can exercise your opt out.

D. Opt Out Choices. When you exercise your opt out rights with WSECU, your opt out means we will no longer perform any of the following unless you inform us otherwise:

- No direct marketing from WSECU
- No direct marketing from One Washington Financial
- No sharing of non account or transaction information with One Washington Financial

How to Opt Out. You can exercise your opt out in any of three ways:

- In person at a branch
- By calling us toll free at 800.562.0999
- Accessing our website at wsecu.org

If you have an account with joint ownership, only one member needs to request to opt out. You may change your decision to opt out at any time by notifying us of your choice. If you opt out, we will not share your personal information with our affiliate, and neither we nor our affiliate will send promotional offers or informational mailings except those included in your monthly statements. If you have multiple accounts with WSECU, you must exercise your right to opt out on each account.

Our Confidentiality Standards and Data Safeguards. We maintain strict policies and security controls to ensure that your information in our computer systems and files is protected. Our employees are permitted access only to information they may need to perform their jobs and to provide service to you. All employees are trained to respect your privacy. Only authorized persons have access to our computer system and records storage.

We have established internal security controls, including physical, electronic and procedural safeguards to protect the information you provide us and the information we collect about you. In addition to all we currently do, we know protecting your privacy is an ongoing process. We will continue to review and improve our internal security controls to safeguard your information as we employ new technology in the future.

Online Privacy Protections. At our website, wsecu.org, you may apply for accounts and services and you may communicate with us via e-mail. To protect the information you provide us online, we use multiple levels of security. The application information we accept online and our CU OnLine service relies on industry standard "Secure Sockets Layer" (SSL) encryption to secure your transaction information and communication. Generally, our emails are not secure. However, if we ask you to e-mail us information other than your name, address, e-mail address and phone number, it will be obtained using a secure (SSL encryption) e-mail form. When you visit our website, you can find site information without revealing your personal identity. However, in order to help us identify you for future site visits, like many businesses, we use "cookies" to track your visit. The cookie will not request, require or collect personal identity information and you remain anonymous.

Your personal information is not accessed by or stored within a cookie in any way. WSECU uses session cookies as an additional security feature for CU OnLine Internet banking. Throughout your session, the session cookie acts as a type of signature to identify your current session to the CU OnLine. The home banking server will monitor the number of your browser to ensure that, at all times during your session, we are dealing with you.

Our website may contain links to other sites. Please note that the privacy policy at these other sites may be different from ours. You should review the privacy policy of any site linked to our site before disclosing any personal information.

PRIVACY COMMITMENT

At WSECU we work to build relationships with members based on a strong foundation of trust. As responsible stewards of your personal financial data, we maintain the highest standards of confidentiality and security with regard to how your information is collected and shared. We invite you to familiarize yourself with our policies and those of our wholly-owned affiliate, One Washington Financial, detailed in this brochure which describes how both organizations collect, use and safeguard your personal information.

WHO WE ARE

WSECU is a member-owned, not-for-profit financial cooperative. We provide our members with a broad range of financial services and are dedicated to making members' lives easier. One Washington Financial is a WSECU affiliate which provides various financial services including mortgages. Q-Cash is a product name under the One Washington Financial organization.

OUR COMMITMENT TO YOU

We place the highest priority on protecting your privacy. We limit the sharing of your personal information only to the extent necessary to provide high quality financial services to you. We don't sell or share nonpublic information to outside companies so they can market their products and services to you. Our efforts to help you guard against the risk of fraud and identity theft are in two major areas. The first involves our extensive security systems and business practices as they relate to servicing your account. The second is how we seek to be your best source of information on how you can make wise choices regarding privacy issues.

EDUCATE YOURSELF

What you can do to protect your privacy:

- Be cautious about when you disclose private information. Ask questions about how the information is going to be used and stored if you are unsure.
- Keep your records, PINs, checks, ATM and credit cards in a safe place and report missing cards to the credit union right away.
- Shred or destroy documents that include confidential information before you throw them in the trash.
- Order a free copy of your credit report each year at www.annualcreditreport.com.

Remove Your Name From Credit Offers

If you prefer not to receive pre-approved credit solicitations in the mail, you can opt out of these offers by calling the Credit Reporting Industry Pre-Screening Opt out number at 888.567.8688 or online at www.optoutprescreen.com. When calling you will receive a choice to opt out for five years or permanently. By removing your name from these mailing

lists, you will no longer receive unsolicited credit offers from businesses, such as credit card companies, department stores and banks. Be advised it may take several months before you see a reduction in the amount of unsolicited offers of credit.

Remove Your Name From Other Direct Mail Lists

You can remove your name from direct marketing mailing lists by registering with the Direct Marketing Association. To delete your name from mail and phone lists used by direct marketers send a postcard with your name, address and telephone number along with your requests to:

- Mail Preference Service, PO Box 643, Carmel, NY 10512
- Telephone Preference Service, PO Box 1559, Carmel, NY 10512

Privacy Promise Inquiries

It is our intention to clearly communicate our policies and practices so you understand what we do to protect your privacy. If you have any questions about this policy, we'd be happy to discuss them with you. You can contact our Call Center at 800.562.0999, visit our website and click on Contact Us, or write to us at: WSECU, P.O. Box WSECU, Olympia, WA 98507. While we reserve the right to amend this Privacy Promise at anytime, you can always review the current version at www.wsecu.org.

This policy reflects the privacy practices of WSECU and One Washington Financial, effective January 1, 2008.