

- 2) Other holds permitted by regulations may be placed on an account at the time of deposit at the discretion of the branch management.
- 3) Holds will be released automatically at time of expiration or at the discretion of the branch management.
- 4) Deposits made at ATM machines will be held until verified by ATM balancing personnel but will not exceed being held past the start of the 3rd business day after deposit. (Reminder: Business days do not include holidays or weekends.)

### **Electronic Funds Transfer**

- 1) Defined as moving money between accounts or within an account by means of an electronic access device such as a telephone, an ATM card, a debit card, preauthorized signed agreement (ACH), a check/share draft converted to an electronic funds transfer (electronic check conversion/ECK), or an Audio Response Automated Phone Teller.
- 2) A member of GenFed under Regulation D is allowed only six (6) automated transfers from accounts other than checking/share draft per month, of which only 3 can be by check. There is no limit with the checking/ share draft account.
- 3) Member authorized transfers through ACH or any other periodic payments will continue until written notification of cancellation is received from the member.
- 4) Unauthorized transfers or any transactions conducted by someone other than the member (phone fraud, theft, etc.) must be reported to GenFed in writing no later than 10 days after receipt of their Statement of Account. GenFed is allowed up to 60 days to research and correct the account with no penalty to the member.
- 5) All PINs (Personal Identification Numbers) are issued to the member only. **DO NOT REVEAL THIS NUMBER TO ANYONE!** It is the responsibility of the member to treat all access devices (PIN, ATM card, debit card, or credit card) with the same care as if it were cash. The card is the property of GenFed and must be relinquished to GenFed at their request for any reason.

### **ABUSIVE MEMBER POLICY**

Should any individual be physically or verbally abusive to or harass GenFed Financial employees, volunteers or other members while on GenFed Financial property, or cause physical damage to

GenFed Financial property, Management will contact such individual in order to discuss his or her actions and state the conduct will not be tolerated. Abuse shall also include any indication from the member that he or she intends to cause bodily harm to an employee, volunteer or member, threatens to cause physical damage to GenFed Financial property, or threatens any other type of retaliatory action against the GenFed Financial.

Specific examples of abusive conduct include, but are not limited to: any type of harassment (sexual, ethnic, racial, geographic, physical/verbal, etc.) to employees, services, operations, policies, practices, or management; using profane, abusive, intimidating, or threatening language; illegal, immoral, deceptive, threatening, destructive, or coercive behavior; fighting or possession of weapon; while on GenFed Financial property.

If conditions or circumstances warrant such action, Senior Management shall retain the right to contact the local law enforcement authorities, as applicable, as well as the right to obtain a restraining order or other form of protective order to legally prohibit entry of the individual on to GenFed Financial property.

Should an individual who has been denied access to GenFed Financial property desire to perform future financial transactions, such transactions must be requested by mail or telephone. Should such actual or threatened abuse continue via mail or the telephone, in accordance with the suspension of services provision of this policy, all GenFed Financial services shall be denied to the offender except for the right to maintain a share (savings) account and the right to vote at meetings of the membership.

Based upon the severity of the abuse, Senior Management shall retain the right to bypass the preliminary notification process and move to immediately suspend services in accordance with the suspension of services provision of this policy.

Should any action be taken, the individual shall be notified by way of written correspondence.



## **Account Information**

### Automatic Teller Machine (ATM) and Debit Cards

Debit Card with a checking account	<i>FREE</i>
Debit Card without a checking account	<i>See Co-op Advantage Fee Schedule</i>
Replacement Debit Card	<i>\$5 Each</i>
ATM/Debit Card Overdraft Fee	<i>\$30/each</i>
Overdraft Privilege Pay*	<i>\$30/each</i>
Out of the Country ATM transactions	<i>\$5</i>
ATM Transactions	<i>First four free. See Co-op Advantage Fee Schedule for transactions over four per month.</i>
Debit Card Transactions with PIN and/or with cash back	<i>First five free. See Co-op Advantage Fee Schedule for transactions over five per month.</i>
Debit Card "Credit" Transactions	<i>Free, unlimited.</i>

*Note: ATM deposits and balance inquiries are counted as an ATM transaction. Fees may be imposed by other ATM owners and/or ATM networks.*

### Checking (Share Draft) Accounts

Check Printing	<i>Varies According to Style and Quantity</i>
Collection fee for returned check order debits	<i>\$5</i>
Counter Checks	<i>\$1/Four Checks</i>
Overdraft Protection Transfer	<i>\$3/each</i>
Overdraft Privilege Pay*	<i>\$30/each</i>
NSF (Non-Sufficient Funds) Fee	<i>\$30/each</i>
Dividend Share Draft Checking	<i>\$5 Monthly Service</i>
	<i>Fee If Balance Falls Below \$500 During the Month</i>
Business Share Draft Checking	<i>See Co-op Advantage Fee Schedule</i>

### Regular Savings (Share) Account

Account Closed Within 18 Months Of Opening (accounts re-opened within 18 months of closing will not receive grace period)	<i>\$25</i>
Having Less Than \$500 Average Daily Balance of Shares and Loans	<i>\$5/month</i>
	<i>No Dividends Earned If Average Daily Balance is Below \$100</i>

### Money Market Accounts

Withdrawals	<i>\$1 Per Withdrawal in Excess of 3/Month</i>
Transfers	<i>\$1 Per Transfer in Excess of 3/Month</i>

### General Account Fees

Account Reconciliation	<i>\$4 Per 1/4 Hour</i>
Check Cashing	<i>See Co-op Advantage Fee Schedule</i>
Collection Items Incoming & Outgoing	<i>\$12/Item</i>
Deposit Item Returned Unpaid	<i>\$5/Item</i>
Deposit Item Returned Unpaid Causing Negative Account	<i>\$15 additional/Item</i>
Coupon Collections	<i>\$6/Item</i>
Notarizing Documents	<i>No Fee</i>
Overnight Delivery At Member's Request	<i>Actual Cost</i>
Telefax Received/Sent	<i>\$1/Page</i>
Telefax Sent, Foreign	<i>\$1/Pg + Actual Telephone Charges</i>
Check Copies	<i>\$2/Item</i>
Items Returned By Us Non-sufficient Funds (ACH)	<i>\$30/Item</i>
Overdraft Privilege Pay (ACH)*	<i>\$30/each</i>

Rolled Coin	<i>First 2 free, then \$.25/Roll</i>
Return Mail Fee	<i>\$2/Item</i>

See the Co-op Advantage Fee Schedule for the maximum amount of cash you can receive when cashing checks.

### Retrieval Of Statements, Histories Or Other Documents

Transactions Occurring Prior to Last Statement Date	<i>See Co-op Advantage Fee Schedule + Cost Of Retrieval From Archive Center</i>
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### Stop Payments

Stop Payment Order/ Renewal	<i>\$10 through HomeBanking or FREDI. See Co-op Advantage Fee Schedule for others.</i>
Reversing Stop Payment	<i>Same as Fee for Stop Payment</i>

### Special Payment Items

Cashier's Or Official Checks Payable To Members or Nonmembers	<i>See Co-op Advantage Fee Schedule</i>
Money Orders	<i>See Co-op Advantage Fee Schedule</i>
Travelers' Checks	<i>See Co-op Advantage Fee Schedule</i>

### Wire Service

Funds Incoming/Outgoing, Domestic	<i>\$15/Item</i>
Funds Incoming/Outgoing, Foreign	<i>\$35/Item</i>
Wire Tracing	<i>\$10/Item</i>

### Legal Process

Handling Of Notice Of Levy, Attachment Or Similar Legal Process Served Against Account	<i>\$25</i>
Research & Copies Of Account Material	<i>\$20/Hour + Copy Cost</i>
Time and Mileage	<i>\$20/Hour + Mileage At IRS Rate</i>
Payments Which Legal Process Requires To Be Made From Account	<i>\$2 Each + Transmittal Fees</i>

### Fees for Non-Members

Non-members that present checks drawn on GenFed Financial for conversion to cash or a cashier's check will be charged a *\$5 fee per check*. (Includes members' personal checks which are referred to as 'on us' checks and GenFed Financial Cashier Checks. Additionally, cash-back limits will apply.)

Fees as of date noted on back panel and subject to revision at any time. Services not itemized above may incur a fee which is calculated to recover our costs of providing the service. This document represents a synopsis of the Rules and Regulations about Share Accounts. Please refer to the Official Rules found in the "SHARE ACCOUNT AGREEMENT" and the "TRUTH-IN-SAVINGS DISCLOSURE."

\*GenFed may pay an overdraft item, at our sole discretion, and charge this fee in lieu of the NSF fee, potentially saving you additional charges by other parties. This fee is imposed for overdrafts created by checks, ACH, or by other electronic means, as applicable. You can also opt in for this coverage for ATM withdrawals and Debit Card transactions. All advances resulting in an overdrawn balance must be repaid within a 30 day period. Before using the overdraft privilege pay program GenFed will access available funds in the regular share/savings as well as personal overdraft lines of credit, as applicable, to cover the overdraft. This will cause your account to be overdrawn with a negative balance. You may opt out of this program by notifying GenFed. Excessive NSF/Overdraft fees can be costly.

## GenFed Financial Draft Accounts, Electronic Funds Transfer, Direct Deposit, Overdraft Protection, and Holds on Deposits

### Draft Accounts

#### 1) NSF fees

Members will be charged this fee if an account balance is reduced to a negative balance. The item reducing the account to a negative balance will be returned to the Payee.

Members making deposits to "cover" items reducing an account balance to a negative balance will still incur the NSF fee and the check will be returned to the Payee.

#### 2) Overdraft Protection (From Primary Savings Only)

Members will automatically have overdraft protection from the primary savings. Members may elect a different option at any time.

The item presented for payment will post to the account as normal. During draft maintenance (performed daily), if funds are available, they will be transferred from the savings account to pay the item and the fee. A nominal fee may be charged for this service.

#### 3) Overdraft Protection (From Primary Loan Only)

Members may elect this option at any time.

The item presented for payment will post to the account as normal. During draft maintenance (performed daily) the available credit will be utilized in increments of \$100.00 to pay the item, and an updated application is needed every year or upon request of GenFed. A nominal fee may be charged for this service.

#### 4) Stale-Dated Checks

We are not obligated to, but may at our option, pay a non-certified check presented for payment more than six months after its creation date. If you do not want us to pay a stale-dated check, you must place a stop-payment order on the check in the manner we have described elsewhere.

### Holds on Deposits

1) Depository items presented to GenFed for credit to member's account may be subject to a regulatory hold under Federal Regulation CC. A hold may range from 3-10 business days from receipt of deposit or until verification of funds has been determined by GenFed Federal Credit Union.