

MEMBER HANDBOOK



SAN FRANCISCO
FEDERAL CREDIT UNION

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INTRODUCTION

Thank you for joining and/or remaining a member of San Francisco Federal Credit Union (“Credit Union”). By signing a Membership and Account Application or maintaining an account with us, you agree to the terms in this Handbook that apply to the Credit Union services for which you apply and are approved.

Our goal is to provide you the highest yields on your savings and the lowest interest rates on your loans that are consistent with safe and sound management, outstanding membership service and financial stability.

This Handbook is a master agreement and disclosure of all San Francisco Federal Credit Union share accounts. It supplements the terms of the current Truth in Savings Disclosure (including a Rate Schedule and/or a Fee Schedule), the Membership and Account Application, as well as other documents that you will receive in your Credit Union Membership Kit. When you open your regular Share Savings Account and/or any sub-account, you may also receive a receipt showing specific terms. We may disclose additional terms of share accounts to you whenever you open a new share account, in periodic statements that we send you, and in our Credit Union newsletter. Not all of the terms spelled out in this Handbook apply to every share account and not all receipts will show all share account terms. Please see the sections of this Handbook that apply to the specific share account types that you hold.

This Handbook also outlines your rights and obligations as a member-owner of the Credit Union.

Your Credit Union also offers home mortgage loans, home equity loans, home equity lines of credit, credit cards, vehicle loans, and other consumer loans. These loans will be subject to separate written agreements. Unless otherwise stated, your general obligations as a Credit Union Member as explained in this Handbook apply to all agreements you make with the Credit Union, including loan agreements.

Keep this Handbook with your permanent records. The Credit Union may change the terms of this Handbook and other contracts you make with us by sending you written notice required by law. You should also keep any such notices with your permanent records.

BY MAINTAINING MEMBERSHIP IN THE CREDIT UNION, YOU SUBMIT TO BINDING NONJUDICIAL ARBITRATION OF DISPUTES. REFER TO PAGE 49 IN THIS HANDBOOK.

GENERAL AGREEMENTS OF MEMBERS

JOINING THE CREDIT UNION

We require that you complete an original Membership and Account Application to join the Credit Union. Blank Membership and Account Applications are available at Credit Union offices, by mail, or on our website (please see HOW TO CONTACT US at the end of this Handbook). If you are eligible for membership through employment

in a department of the City and County of San Francisco, you may be able to obtain a membership application from your employer. You can bring your completed Membership and Account Application to any Credit Union office. Your Membership and Account Application may also be submitted by mail, fax or by electronic submission in which case, we will open your requested Accounts and begin accepting deposits immediately. However, to protect both you and the Credit Union, unless your Membership is established in person at a Credit Union office, we will not allow withdrawals from your Accounts or make credit available to you until we receive the following items:

(1) the original Membership and Account Application with your original signature, (2) a photocopy of a valid photo ID issued by a U.S. state or the U.S. federal government showing your signature, (3) if we request it, a copy of a document (such as a current utility bill) showing your current residential address (P.O. boxes and private mailbox service addresses are not acceptable); and (4) if you are eligible for membership through employment, a copy of your most recent pay stub. Although we will send mail to P.O. boxes or private mailbox addresses at your request, we must have the street address of your residence to open your membership. Further, we will not provide Credit Union services to any person who does not provide us with a valid U.S. taxpayer identification number or an IRS exemption determination.

TERMINOLOGY

In this Handbook, “you” and “your” refer to the Credit Union member and any joint owner of a share account. “Member” refers to the person who signs a Membership and Account Application in that capacity and makes the required deposit to join the Credit Union. “Joint Owner” refers to a person designated by a Member as a co-owner of the Member’s Credit Union accounts. “Agent” means any person who is validly authorized by a Member or Joint Owner or a court order to transact on Credit Union accounts or loans, such as an attorney-in-fact. “Authorized Persons” include Members, Joint Owners of Accounts, co-borrowers and guarantors on loans, as well as Agents. “Owner” may refer to both the Member and any Joint Owners on an account. “Obligor” means any person who agrees to meet an obligation to the Credit Union, including but not limited to members, joint owners, joint borrowers, and non-borrowing co-signers on loans. “We,” “us,” and “our” refer to the Credit Union. We call our accounts by the following names: “Share Draft Accounts” are “Checking Accounts,” “Money Market Share Accounts” are “Money Market Savings Accounts,” “Regular Share” and “Share Accounts” are “Savings Accounts,” and “Term Share Accounts” are “Certificate Accounts.” “Board” refers to the Credit Union’s Board of Directors. “New account” means an account open less than 30 days. The singular implies the plural when an account or loan has more than one owner, agent, or obligor.

MEMBERSHIP REQUIREMENTS AND ELIGIBILITY FOR SERVICES

Membership is open to anyone who lives, works, worships, or attends school in the City and County of San Francisco or San Mateo County. Businesses and other legal entities located in the City and County of San Francisco or San Mateo County are also eligible. Family members of current members, including spouses, partners, parents, children,

grandparents, grandchildren, siblings, and persons residing in the same household maintained as a single economic unit, can join, regardless of where they live or work. Immediate family members include those related by marriage, such as step-siblings, step-parents and step-children, and by adoptive relationships.

If you are within our field of membership and otherwise meet our criteria, your completion of a Membership and Account Application and deposit to a Regular Share Savings Account of the required minimum balance shown on the Truth in Savings Disclosure establishes you as a member of the Credit Union and entitles you to apply for all of our savings and lending services. All services are subject to approval.

Minors may be required to have an adult joint owner to be eligible for services. Minors should consult our bylaws for voting rights and eligibility to hold office. Once you become a Member, you can remain a Member, even if you move, change jobs, or retire.

As a Member-owned cooperative, San Francisco Federal Credit Union is your Credit Union. Members are expected to uphold high standards of honesty, personal responsibility, and courtesy in dealing with the Credit Union and other Members. We reserve the right to deny all services except the right to maintain a share account and to vote, and if appropriate, we can restrict or prohibit your access to Credit Union premises, if any of the following occur: (1) You fail to meet your obligations to the Credit Union; (2) You fail to comply with applicable law and the Credit Union's bylaws and rules as amended from time to time; (3) You are convicted of a crime in connection with business you conduct with the Credit Union; (4) You cause the Credit Union an unrestored loss in any way (including but not limited to loan charge-off, account overdrafts, or bankruptcy); or (5) You fail to conduct your business with the Credit Union in a civil and businesslike way. Violence or threats of violence against, or harassment of, Credit Union staff, volunteers, or other Members will not be tolerated. Persons carrying weapons or under the visible influence of alcohol or controlled substances are not permitted on Credit Union premises. If you fail to meet your obligations to us because of a bona fide emergency such as a catastrophic illness, we may, at our sole option, allow you to maintain your membership privileges.

MEETING YOUR OBLIGATIONS

To make it possible for us to achieve our goals of offering high returns on your savings and affordable credit, all Members must meet their obligations to the Credit Union in a timely manner. You agree to comply with the terms and conditions governing the Credit Union services you request.

You agree to be honest with the Credit Union about your financial circumstances. You agree not to omit any material information from loan applications. You agree not to request credit or use credit cards or lines of credit if you have reason to believe you will be unable to make the required payments.

You will not allow Credit Union Savings or Checking Accounts you open to fall below a zero balance. If you do inadvertently overdraw any Savings or Checking account, and you do not have a prearranged and available source of overdraft protection available, you agree to

immediately remedy any overdraft upon our written demand. If you do not promptly restore the overdraft, you agree that our Right of Recovery (please see below) applies. If we cannot recover the amount under our Right of Recovery, you agree that our right to recover Collection Costs (please see below) applies. Please note that if you have overdraft protection, loan advances or transfers, they will only apply to Checking Accounts. You will take responsibility for items deposited to your accounts that are returned unpaid. (Please see the DEPOSITS AND WITHDRAWALS section of this Handbook for more information.) You agree to repay money you borrow from the Credit Union according to the terms of the applicable loan agreement.

OUR DISCLOSURE OF INFORMATION ABOUT CREDIT UNION SHARE ACCOUNTS AND LOANS

We will give information about share accounts and loans to Authorized Persons. Information requests may be subject to research and copying fees. We will also provide information about your accounts, loans or other Credit Union activity, if we receive a lawful information request such as a subpoena that meets legal requirements. We will disclose account information to a designated pay-on-death (POD) beneficiary only if all account owners are deceased and the POD beneficiary is identified to our reasonable satisfaction. For further information about our maintenance of the privacy and security of information about our members, former members and other consumers, please see our Privacy Policy.

The Credit Union may issue “bundled” statements, meaning that most or all accounts held under a single member number will appear on the same periodic statement. Statements are mailed to the member associated with the member number. Individuals who are joint owners, joint obligors or authorized persons on accounts or loans associated with the member number, consent to disclosure of the information contained on periodic statements to the member and to all individuals who are parties to accounts or loans associated with the member number.

We acknowledge the obligation to honor court orders (such as court orders appointing conservators) and lawful powers of attorney dealing with your specific accounts or loans and will disclose information to persons so appointed. All other signers are automatically joint owners.

OUR OBLIGATION TO FOLLOW YOUR INSTRUCTIONS

We are required to follow written instructions transmitted to us on your accounts or loans by Authorized Persons or by a court of competent jurisdiction. We consider instructions received in writing or via electronic means such as ATM keypads, ExpressLine Audio Response, or Remote Banking to be “written” instructions. The written instructions of any Authorized Person excuses the Credit Union of any further legal obligation regarding the proceeds of the transaction. You agree to defend and indemnify and save the Credit Union harmless from any claims, suits, or liability that directly or indirectly result from our handling of your accounts or loans consistent with an Authorized Person’s written instructions.

The Credit Union has the right to refuse to honor your instructions if they are uncertain or if a signature appears not to be authentic. If that happens, we will notify you in writing.

PROHIBITION ON ILLEGAL ACTIVITY

You agree not to use any Credit Union products, devices, or services, such as but not limited to Debit Cards and Credit Cards, to engage in illegal activity such as illegal online gambling. We can refuse to process transactions if we reasonably believe them to be illegal, but we have no obligation to you to determine the legality of transactions initiated by Authorized Persons. You cannot use the actual or alleged illegality of authorized transactions as a defense to your obligation to pay amounts you become indebted to us as a result of those transactions.

AVOID PHISHING AND OTHER SCAMS

Email Scams: Common email scams include

1. “Phishing” (pronounced “fishing”). Phishing involves the use of email messages that appear to come from your bank or another trusted business but are actually from imposters. Phishing emails typically ask you to click a link to visit a website, where you’re asked to enter or confirm personal financial information such as your account numbers, passwords, Social Security number, credit card numbers, debit card number, PINs, or other data. Although these websites may appear legitimate, they are not. Thieves can collect whatever data you enter and use it to access your personal accounts. If you receive an email that appears to be from San Francisco Federal Credit Union asking for this type of personal information, (a) do NOT provide the requested information; (b) do NOT respond to the email; and (c) do NOT click on any links embedded in the email.
2. Emails from suspect sources. These may be surveys, urgent offers, or other emails that ask you to respond immediately or lose out on opportunities. If you have not had any previous contact with the source, it’s probably a scam.
3. Foreign inheritance and lottery claims. These emails typically assert that the sender is a member of a foreign royal family or has won a foreign lottery and needs your help to claim their inheritance or lottery winnings. People have lost their life savings wiring funds overseas in response to these scams and it is almost never possible to recover the funds.

Counterfeit Check Scams: Someone you don’t know will ask you to deposit a check to your account and either give them a cashier’s check or wire the funds to them or a third party. By the time the fraud is discovered, your money is gone and can’t be recovered.

Other Scams: The above scams and others can also be perpetrated by text message, telephone, and social media. Fraudsters create new scams every day. Be careful. Do not issue checks or transfer funds to unknown parties.

Your Responsibility for Authorized Transactions: Remember that you are responsible for all transactions you authorize. Although we may encourage caution, we cannot advise you about whether your transactions with third parties are legitimate. Our responsibility is limited to following reasonable security procedures to ensure that transactions on your accounts and loans are initiated by Authorized Persons. If you authorize a transaction in response to a scam, you may not be able to get your money back.

Please notify us immediately (please see HOW TO CONTACT US at the end of this Handbook) if you are the subject of a phishing attack or other questionable communication that appears to be from us so that we can investigate.

OUR RIGHT TO FREEZE ACCOUNTS AND LOANS OR BLOCK TRANSACTIONS

We can freeze accounts and loans or refuse to complete transactions if any Authorized Person is in default on any material obligation to us, or if we reasonably believe that allowing the requested transaction will cause us a loss. In case of conflicting instructions, we reserve the right but do not undertake the duty to freeze funds in any account or refuse to make loan advances until we receive consistent written instructions from all Authorized Persons or a valid order from a court of competent jurisdiction. We may block accounts or decline transactions consistent with requirements imposed by laws, regulations or government agency directives. For example, we can block illegal internet gambling transactions, block transactions prohibited under rules promulgated by the Office of Foreign Assets Control (OFAC) or refuse to allow transactions prohibited by court orders that we have on file.

RECOVERY OF YOUR UNPAID OBLIGATIONS FROM YOUR CREDIT UNION SHARES (“RIGHT OF RECOVERY”)

By maintaining membership in the Credit Union, you agree that if you become indebted to us for any reason, whether by failing to pay a loan, failing to restore a negative share account balance, or otherwise, and you fail to pay what you owe us according to the terms of your agreements with us or upon our written demand, we can take any Credit Union shares in which you have an interest, without notice to you, to collect all or part of what you owe us (unless expressly prohibited by law or the share agreement). This consent by you is in addition to our right to impose a lien on shares to the extent of your obligations under the Federal Credit Union Act and any equitable right of offset under state or federal law. Our exercising our rights under this section of the Handbook will not be an election of remedies and will not impair our rights to pursue any other remedies we may have against you. You agree that your consent extends, to the maximum extent allowed by law, to all funds voluntarily deposited into Credit Union share accounts, including funds normally exempt from creditors’ remedies such as social security direct deposits. You acknowledge that the Credit Union never requires deposit of exempt funds to Credit Union share accounts. The consent you give under this section of the Handbook is not a pledge by you of any shares and will not affect your right to withdraw funds prior to your default and our exercise of our rights under your consent. Our right to recover what you owe will take priority over any third-party claim to your share accounts and over the rights of others claiming an interest in your share accounts, such as surviving joint owners or pay-on-death beneficiaries to whom your account transfers in the event of your death.

COLLECTION COSTS

If you are in default in any obligation, you agree to pay reasonable costs we incur to collect what you owe us before we take legal action. If we take legal action of any kind (including but not limited to

collection lawsuits, proceedings to protect our interests if you become a bankruptcy debtor, appeals, foreclosures, or actions to enforce judgments), you agree to pay our reasonable attorney's fees and costs.

FEES AND DAMAGES

All Credit Union Share Accounts and Loans may be subject to fees. Our fee structure is designed to encourage use of Credit Union services and to create incentives for Members to meet their obligations and handle their accounts in a responsible way. All fees are disclosed on our separate Fee Schedule. The Fee Schedule, as amended from time to time, is incorporated by reference into this Handbook and made part of it.

Fees for special handling of Accounts and Loans result in some instances from your failure to carry out your agreements with us. To the extent that our charges for handling such matters may exceed our costs, they are to be considered damages due to your breach of our agreements. You agree that our collection of a fee does not waive any right we may have under the law to recover any loss we sustain due to your failure to meet the terms of this Handbook or other agreements you have with us. We also have the right to extra damages whenever the law provides for them, such as the exemplary damages provided as a penalty for writing bad checks.

GOVERNING AGREEMENTS AND LAWS

This Handbook, Credit Union Bylaws and policies, applicable California and federal laws as amended from time to time, and any separate agreements and disclosures that we provide to you will govern your transactions with San Francisco Federal Credit Union. The Credit Union may amend agreement terms from time to time consistent with applicable law and regulation by notifying you. If any provision of this Handbook in its present form or as amended from time to time is found to be void or unenforceable, the rest of the Handbook and amendments to it will remain in effect.

The Credit Union will comply with lawfully issued subpoenas, levies, writs of attachment, and similar orders pertaining to your shares and loans. We will not incur liability to you for implementing any garnishment, attachment, or levy, or for complying with lawful information requests. You must take up any objections you have on matters of this type directly with the individual or entity that has requested information about or asserted a claim to your shares. You agree to defend, indemnify and hold us harmless from any third-party claims that arise because of our handling of your shares while a third-party claim is pending, including if we honor drafts while a levy is in process.

BACKUP WITHHOLDING

The Credit Union has the right to withhold amounts required by federal tax laws from withdrawals if you or the Internal Revenue Service advise us that you are subject to backup withholding or if you fail to give us your correct Taxpayer's ID/Social Security Number.

WAIVER: MODIFICATION

The Credit Union can fail to exercise one or more rights we may have under this or any other agreement we have with you on one or more

occasions without such failure being deemed a waiver of any right and without altering the terms of any agreement with you. Consistent with any limits imposed by law, the Credit Union can modify any of its agreements with you by giving notice required by law and allowing you an opportunity to avoid the changes by satisfying any outstanding obligation you have to the Credit Union and discontinuing the related service. Discontinuation of any service by you or us will not relieve you of your obligations to us. "Modify" may include changing existing terms, adding new terms, or deleting terms. Modifications can occur only through official notices from the Credit Union of changes in terms, orders of courts of competent jurisdiction, or written agreements signed by authorized Credit Union agents.

AUTHORIZATION TO REVIEW ACCOUNT AND CREDIT HISTORY

Your Membership and Account Application allows us to check your credit from time to time to determine your eligibility for Credit Union products and services, and products or services you did not request may be offered to you as a result. You can revoke this authorization at any time by notifying the Credit Union in writing. In any case, if you apply for share accounts or loans, or maintain any open-end credit (such as a Line of Credit or Credit Card) or share accounts, we can check your credit or account history with third parties as part of our normal account review process. Based on our review, we can increase or decrease credit limits, adjust rates and fees, or limit or terminate share account services.

TAX REPORTING

We comply with the Internal Revenue Code, IRS regulations and state law in reporting your earnings on savings, your interest payments on certain types of loans, and filing other information returns such as for miscellaneous income. You are responsible for providing the Credit Union with the correct taxpayer identification number on all accounts you open with us. We have no duty of further inquiry as to the correctness of the number you provide, but we will not open or maintain accounts without taxpayer identification numbers.

CHANGE OF ADDRESS

You must promptly notify us of any change of your residence and mailing addresses. If we make the service available and you have elected to receive materials such as statements and disclosures from us electronically, you must promptly notify us of any change in your email address. If you do not promptly notify us of any change in your mailing address, we may charge locator service fees to your account. (Please see the current Fee Schedule.) If email that we send to you is returned undeliverable, we will resume sending communications to you by postal mail and charge paper statement fees in the current Fee Schedule until we receive an updated email address for you. If you do not receive statements or other materials that you expect to receive from us on a regular basis, contact us immediately at a location indicated in the HOW TO CONTACT US section at the end of this Handbook to request copies of the materials you have missed. We will not be responsible for unauthorized transactions or other errors if you do not notify us within the time frames specified elsewhere in this Handbook.

NOTICES

All notices sent by the Credit Union will be effective when mailed to you at your last address as shown on our records. If the service is available and you elect to receive notices (including periodic account and loan statements) electronically, either the notice itself or a message that the notice is available for viewing at the Credit Union's secure website will be sent to you at the last email address we have for you. In the case of joint accounts or loans, notice to or from one Owner or Obligor will be effective for all Owners or Obligors unless otherwise specified in this Handbook or required by law.

CONSENT TO USE WIRELESS PHONE NUMBERS

For purposes of debt collection, you expressly consent to receipt of phone calls from the Credit Union (or its representatives) using all phone numbers provided by you, including but not limited to wireless phone numbers, regardless of whether or not the Credit Union is aware the number is a wireless number. Debt collection includes, but is not limited to, the use and/or employment of automated/auto-dialer and pre-recorded message calls to wireless phone numbers provided by you. You acknowledge and expressly consent to the Credit Union's use for debt collection purposes of auto-dialers and pre-recorded messages to wireless phone numbers which have been provided by you. You expressly consent to the receipt of debt collection calls on your wireless phone and phone numbers. You further acknowledge that debt collection calls, including the use of auto-dialers and pre-recorded message calls, may result in a fee charged to you by your wireless service provider.

TEXT ALERTS

You may elect to receive information from the Credit Union via text message, such as low-balance alerts. If you elect to participate in text alerts, you must provide the Credit Union with a valid mobile telephone number at which you can receive alerts. We retain the right to restrict and limit use of this service and the information we make available through the service. You should not use text alerts to report unauthorized account activity, initiate stop-payment requests, or for other urgent communications. Instead, see HOW TO CONTACT US at the end of this Handbook.

YOUR CONSENT TO THE TERMS OF THIS HANDBOOK

Your payment of the Credit Union membership fee (if any), deposit of the required minimum balance to a Regular Share Account and completion of a Membership and Account Application constitute your agreement to the terms of this Handbook. You confirm that any Credit Union services established under your membership will be for personal, family, or household purposes.

YOUR CREDIT UNION SHARE ACCOUNTS

GENERAL INFORMATION

Par Value of a Credit Union share is stated on the Truth in Savings Disclosure.

Earnings and Payment of Dividends

Many Credit Union Accounts earn dividends. If an account earns dividends, they accrue from the day after the business day we receive your deposit or as stated in the FUNDS AVAILABILITY section. The Board sets our competitive dividend rates, taking into consideration the cost of funds and market conditions. Dividends are only paid out of current income and available earnings after required transfers to reserves at the end of the dividend period. Dividends cannot be guaranteed. Except for Certificate Accounts, dividend rates and corresponding annual percentage yields are not set in advance. Unless otherwise indicated, dividend rates and yields are variable and can change at any time. The Board may change dividend cycles. Please see our separate Truth in Savings Rate Schedule for current dividend rates and Annual Percentage Yields (APYs) on share accounts. The Truth in Savings Disclosure, as amended from time to time, is incorporated by reference into this Handbook and made part of it.

Account Ownership and Transfer of Proceeds at Death

You own and are considered the member on all share accounts established under your Member number. When permissible, you may designate one or more joint owners of your accounts on your Membership and Account Application. (Joint owners on IRA, Health Savings, UTMA (Minor) and Fiduciary Accounts are prohibited.) Joint owners must sign the Membership and Account Application along with the Member.

Joint owners own all proceeds of each share account on which you have designated them, including dividends, with the right of survivorship. Joint owners may deposit or withdraw any amount in any share account on which you have designated them. Withdrawal by any one owner of funds from a joint account terminates the rights of all other share account owners to the withdrawn funds. If a joint owner withdraws funds that qualify a Member for membership, the Member can reinstate the membership to active status by depositing the required minimum membership balance.

Any disputes about the ownership of funds in joint accounts or obligations for loan payment must be resolved by the account owners or borrowers without involvement from the Credit Union.

Joint owners acting individually may pledge share accounts as security for loans. In addition, if a joint owner becomes indebted to the Credit Union in any manner, any shares in which the joint owner has an interest become subject to the Credit Union's Right of Recovery, even if the member is not a party to the transaction that resulted in the joint owner's debt. Joint owners must belong to the Credit Union in their own right to open individual share accounts, to borrow money from the Credit Union, to vote in Credit Union elections, and to hold Credit Union office.

Should any owner of a joint account die, any surviving owner(s) will automatically own any money in the account. If a sole surviving owner is not a member of the Credit Union, that person must join the Credit Union or close the account. When the last owner of an account dies, the account proceeds will automatically pass to any named Pay-on-Death (POD) beneficiary(ies), or, if no beneficiaries are named, to the estate of the last owner to die.

Members may also own share accounts individually rather than jointly. On individual accounts, the account proceeds will transfer at the Member's death to any named POD beneficiary(ies) or, if no beneficiaries are named, to the Member's estate.

On share accounts with designated POD beneficiaries, funds pass automatically to the named beneficiaries and are not subject to any probate proceeding. If you name more than one POD beneficiary, your beneficiaries will receive proceeds in equal shares unless you indicate otherwise on your Membership and Account Application.

The Credit Union's right to recover the unpaid obligations of a deceased share account owner will prevail over the rights of surviving joint owners or POD beneficiaries to the funds in the account.

If a Member wishes to designate different joint owners for different accounts, or to have both joint and individual accounts, or to have different POD beneficiaries for different accounts, you must either (a) complete a separate Membership and Account Application for each joint ownership or POD beneficiary combination or (b) complete another form we provide for that purpose.

Under community property law, either spouse has a right to set up an account in their own name without the consent of the other spouse, whether or not the account owner has designated a POD beneficiary. However, the surviving spouse of the account owner may have a right to their community property interest in the account on the death of the joint owner. This interest, if asserted, would reduce the amount that transfers to the POD beneficiary. The Credit Union reserves the right to hold funds until receipt of consistent written instructions or a court order if we are notified of a dispute regarding the entitlement of a POD beneficiary to funds in a deceased member's account. POD beneficiaries are not allowed on Minor or Fiduciary Accounts.

You may wish to consult with your tax or legal advisor before you designate POD beneficiaries on IRA accounts because your decision may have significant tax consequences.

Changing Account Ownership or Beneficiaries

Any change in account ownership or access shall be in writing and on an updated Membership and Account Application. To change pay-on-death beneficiaries only, all current owners must sign either an updated Membership and Account Application or a Pay-on-Death Beneficiary Designation Update Form. Consistent with the California Probate Code, if an owner of a joint account wishes to remove the other owner(s) or change pay-on-death beneficiaries, either (1) that person must withdraw all funds, close the account, and re-open it in the new owner's name, or (2) all current owners must consent in writing to the change. If the owner wishing to remove other owners is not a member, they must qualify for and establish membership to re-open the account.

Owners added to accounts must provide identifying documentation and may be subject to verification.

If there is a conflict between information you have provided on different Membership and Account Application at different times for accounts maintained under the same core member number, the information on the most recent Membership and Account Application will govern. Unless otherwise clear from documents signed by you and given to us, we will assume that any omission of information on a more recent Membership and Account Application or other account ownership or POD beneficiary designation form is intentional. For example, if an older Membership and Account Application named a POD beneficiary and a more recent Membership and Account Application leaves the POD beneficiary space blank, we will assume that you want account proceeds to pass to your estate at your death and not to pass to your previously named POD beneficiary.

CONTINUING AUTHORIZATION TO OPEN ACCOUNTS

By completing a Membership and Account Application, you give the Credit Union a continuing authorization to open any account for you on your oral or written request and deposit of funds. Any share account opened by oral authorization under a member number for which we do not yet have a Membership and Account Application on file is an individual account until a valid written Membership and Account Application, executed by the Member and any Joint Owners, is returned to the Credit Union.

DEPOSITS AND WITHDRAWALS

Funds can be deposited to your accounts by (1) direct deposit of your net pay or retirement benefits, (2) automatic payroll deduction, (3) automated clearinghouse transfer (ACH), (4) in person at Credit Union branches or Credit Union Service Centers, (5) by mail, (6) by wire transfer, (7) through San Francisco Federal Credit Union ATMs and deposit-taking ATMs on other networks that we specify from time to time, or (8) by Mobile Deposit using a mobile device or a computer with a scanner and internet access. Mobile Deposit terms and conditions will be disclosed when you enroll in the service using your mobile device or computer and can be found on our website.

Withdrawals can be made (1) by the ExpressLine Voice Response System, (2) by Remote Banking, (3) in person, (4) at select network ATMs, (5) by writing checks if you have a Credit Union Checking Account, (6) by pre-authorized electronic fund transfer (ACH), or (7) by telephone. Personal telephone withdrawals, ExpressLine withdrawals, and Remote Banking withdrawals will only be made by transfer to another Credit Union account of yours or by Credit Union check payable to the Member and mailed to the Member's address as shown on our records.

Certain deposits are subject to delayed availability, as spelled out in the FUNDS AVAILABILITY POLICY section of this Handbook.

On your Credit Union Checking Accounts, including your Health Savings Account, you may write as many checks and make as many transfers or withdrawals out of the Account as you wish, provided you have sufficient available funds. The number of deposits you may make is unlimited on all account types except for Certificate Accounts. However, consistent with Federal Reserve Regulation D, the number of transfers out of your Regular Share Savings Accounts, Money Market Yield Accounts, and Youth Accounts ages 6-12 by certain methods may from time to time be limited. You may make as many withdrawals or transfers out of these accounts as you wish using these means: (1) in person, (2) by mail, (3) by messenger, (4) at the ATM, or (5) by a telephone request to mail a check payable to you to your address in our records. All other withdrawals or transfers out of these accounts (which we refer to as “non-personal withdrawals”) are limited to 6 per month. Examples of transfers or withdrawals out of these accounts to which the limits may apply include: (1) pre-authorized automatic payments, such as for health club dues or utility bills; (2) automatic transfers (including overdraft protection transfers); and (3) account transfers or payments to third parties requested by telephone, by telephone access through ExpressLine Voice Response System, and by online requests through Remote Banking. If you have questions about whether monthly non-personal withdrawal limits apply, please call or visit our website.

We may refuse to accept for deposit checks or other items that are stale dated (more than 6 months old), appear to have been altered, or are not made payable to you. However, we have no obligation to refuse items presented for deposit to your accounts. We operate in an automated processing environment and do not physically examine all items presented for deposit. You agree to defend, indemnify, and hold the Credit Union harmless from any claims, losses, liability, damages, or expenses we incur as a result of accepting items for deposit to your accounts, unless we fail to exercise ordinary care.

We can accept an item payable to you alone for deposit to any account of which you are the owner in our records, whether or not you have endorsed the item, and whether the account to which it is deposited is shown on our records as a joint account or a single owner account. If an item is payable alternatively to you or another person, we can accept the item for deposit to any account of which you are an owner in our records, whether or not you or the other person(s) have endorsed the item, and whether the account to which the item is deposited is shown in our records as a joint account or a single owner account. If an item is payable jointly to you and another person: (a) we can accept the item for deposit to any account on which you and all other payees are joint owners in our records, whether or not you and/or the other payee(s) have endorsed the item; (b) if all payees have endorsed the item for deposit to an account that you have with us, we will accept the item for deposit to that account, regardless of the ownership of that account; and (c) if the item is deposited to an account on which all payees are not shown as joint owners in our records, we can, at our option, either refuse to accept the item for deposit, or accept the item for deposit to an account that our record show is owned by an endorsing payee. If we accept the item for deposit to an account owned by an endorsing payee, the endorsing payee agrees to defend, indemnify, and hold the Credit Union harmless from any and all claims by non-endorsing payees. If an item is not payable to you but has been endorsed over

to you by a third-party payee, we reserve the right to refuse to accept the item for deposit to your account or to require that the third party payee's financial institution guarantee the third party's endorsement. If you deposit an item that is not payable to you or endorsed to you by the payee, you agree to defend, indemnify, and hold the Credit Union harmless from any claims or losses we incur, and you may be subject to civil suit or criminal prosecution. We have the right, but not the obligation, to refuse to accept for deposit items payable to you but not endorsed by you.

If we receive an erroneous deposit, such as a duplicate direct deposit of your net pay or a direct deposit of social security benefits after the payee's death, we can return the erroneous deposit to the payor and deduct the amount of the erroneous deposit from the account of deposit.

If an item you deposit is returned unpaid, we will deduct any amount for which you have received provisional credit from your accounts. All credits are provisional until we receive final payment from the institution on which the deposited item is drawn.

You acknowledge that our making funds from a non-cash deposit available to you for withdrawal is not a guarantee or representation by us that the item you deposited will be paid. If you are concerned about the validity of an item you want to deposit, you should contact the financial institution on which the item is drawn. No Credit Union employee has the expertise or is authorized to give you an oral or written guarantee that an item you deposit will be paid. Should any Credit Union employee state orally or in writing that they believe an item you deposit will be paid, that should be interpreted only as that employee's best guess and not as a guarantee. If the paying financial institution lawfully returns an item you deposited, we will deduct the amount of the item from your account, even if you have already withdrawn the funds and even if the deduction results in a negative balance.

We can deduct amounts of erroneous payments or uncollected deposits without advance notice to you, though we will notify you as soon as is reasonably practicable. You must, upon our demand, restore any negative balance that results from our deducting erroneous or uncollected deposits from your accounts. If you do not do so, our Right of Recovery applies. If we cannot restore the negative balance by exercising our Right of Recovery, our right to recover Collection Costs applies.

Items drawn on an institution located outside of the United States are handled on a collection basis only as long as the amount is equivalent to \$200.00 (U.S.) or over. Funds will be credited to your account when we receive final payment. There is a fee for collection items. Please see the Fee Schedule. We reserve the right to refuse to accept deposits of items that are not drawn on U.S. financial institutions.

NON-TRANSFERABILITY OF SHARE ACCOUNTS

Except for Checking Accounts, all accounts are non-transferable, other than on the books of the Credit Union. This means that shares can only be transferred to other members. To transfer your shares to another member, you must use a written form acceptable to us. Credit Union by-laws permit us to require a notice of at least 7 days and up to 60 days before you withdraw shares.

Funds pledged as security for loans cannot be withdrawn without the Credit Union's prior written consent. We may refuse withdrawals if you have delinquent obligations with us.

FEDERAL INSURANCE

Accounts at San Francisco Federal Credit Union are federally insured by the National Credit Union Administration, a U.S. government agency. IRA's have additional federal insurance coverage. Federal insurance levels vary depending on federal insurance limits approved by financial institution regulators, account type, account ownership combinations and POD beneficiary designations. For current information about federal account insurance, please visit the website of the National Credit Union Administration, ncua.gov.

DIVIDEND CALCULATION, COMPOUNDING, AND CREDITING

Please see the Truth in Savings Disclosure.

FEES

Credit Union Accounts may be subject to fees, which, if assessed, may reduce earnings. Please see the Fee Schedule.

PERMANENT RECORDS AND STATEMENT REVIEW

We will mail periodic statements recording all deposits, withdrawals, checks drawn on your account, dividends (if any), and fees. All accounts will receive a statement monthly. If there is more than one owner of the account, the statement will be sent to the Member.

If you enroll in Paperless Statements instead of paper statements, you will receive an email notifying you when statements are available for you to retrieve on our secure Online Banking platform. If you have enrolled in Paperless Statements and our emails are rejected due to an invalid address, we will resume sending paper statements and will assess a monthly paper statement fee unless you notify us that you do not wish to receive an email notifying your statements are available for pickup. Please see the Fee Schedule.

We will mail statements to you at your address in our records. Please notify us of any address change. If we receive a notice that an address we have for you is no longer valid, we will attempt to locate you once without charge. If our effort to locate you is unsuccessful, we may assess an invalid address fee against your account. Please see the Fee Schedule.

You will not receive your canceled checks, although all checks are imaged and retained in that form for 7 years. The IRS accepts copies for tax purposes. We will provide two check copies per statement period free of charge. Additional check copies are available for a small fee. Please see the Fee Schedule.

The Credit Union is not responsible for items lost or misdelivered by the post office or otherwise not collected by the member.

If you are expecting a statement and have not received it, please contact the Credit Union to request a duplicate.

IN CASE OF ERRORS OR INQUIRIES ABOUT YOUR STATEMENT:

If you suspect that there was an unauthorized signature or alteration of an item that affected one of your accounts (for example, if you think someone forged your signature on your check), you must notify us, in writing, within **30 days** after we sent the statement on which it appears, or we will not be responsible for the item. You must provide us with all of the information requested under the section entitled **WHAT TO TELL US IN CASE OF ANY ERROR OR INQUIRY**.

Electronic Transfer Errors or Unauthorized Use: Please see the separate Electronic Funds Transfer Agreement and Disclosure in this Handbook for information about your rights and responsibilities.

Because we operate in an automated check processing environment, it is not feasible for us to physically examine checks. For this reason we are, as allowed by law, altering the provisions of the California Commercial Code related to the time within you must report unauthorized signatures, alterations or other errors on your account.

If we correct any error that we made or accept any responsibility for a transaction, we have the right to collect the amount credited to your account from anyone else who is responsible. Our crediting your account will result in an automatic assignment to us of your rights to collect the amount from anyone else. You agree to cooperate with our efforts to collect the amount we credited to your account.

If we make an error in handling your account, our liability will be limited to the actual damages. The maximum actual damages are the amount of the transaction. We will not be liable for consequential damages such as alleged harm to your credit standing, unrealized profits, emotional distress, or exemplary damages due to a claimed reckless disregard of the consequence of our actions.

CLOSING ACCOUNTS; TERMINATION OF SERVICES

We have the right to close your accounts for any business reason on 10 days written notice to you at your last known address. Any closing of your accounts will not affect our handling of regular transactions prior to the notice, provided that sufficient funds are available to handle them. Other grounds for closing your account(s) or terminating services with or without advance notice include your initiating debit (payment) transactions on Checking Accounts without either sufficient funds or an available Overdraft Plan to cover them, your failure to pay your loans with us, your misuse of a Checking Account for check kiting or other unlawful purpose, your repeated negligence in handling checks, electronic funds transfer devices or other financial instruments that results in a loss to us, or your failure to observe the conditions of any other agreement with the Credit Union.

ESCHEAT

If you have no activity on any account or loan with the Credit Union other than the posting of dividends and/or the assessment of fees, your accounts may become subject to escheat (surrender to the State of California) or, if your last address in our records is outside California, the laws of your state of residence. We will send you the notice required by law if, due to inactivity, your accounts may become subject to escheat.

OUR HANDLING ACCOUNTS IN CASE OF YOUR DEATH OR INCOMPETENCE

If you have an individual account, your death or a court appointment of a conservator to manage your legal affairs will terminate our authority to disburse funds from your account. Our authority will terminate 10 days after the later of (1) the date of your death or the appointment of a conservator or (2) the date we learn of your death or the appointment of a conservator. We will honor the instructions of a court-appointed conservator for your estate. After we learn of your death or incompetence, we will comply with the law or court orders in disbursing account proceeds, and we will honor stop pay requests by any persons claiming an interest in your account.

SAVINGS ACCOUNTS

Regular Share Savings Account

This account is required to maintain membership in the Credit Union. Please see the Truth in Savings Disclosure, Rate Schedule, Fee Schedule, and account opening receipt for details regarding minimum balance requirements, dividend rate and payment, and fees. Non-personal withdrawal and transfers may be limited as explained in the "DEPOSITS AND WITHDRAWALS" section of this Handbook.

Youth Accounts

Our Board has adopted a Youth Account program with the goals of giving our young members the opportunity to acquire financial literacy, learn to manage accounts and credit in a responsible manner, and take advantage of the benefits of participation in the credit union community. They are available to children ages 6-18 in our field of membership, with additional privileges available to members ages 13 and up.

Youth Accounts owned by minors may require an adult joint owner who meets our credit and account history criteria. The Youth Account program includes Paperless Statements. If a Youth Account is opened online, enrollment in Paperless Statements is part of the opening. If a Youth Account is opened in person, the youth or adult joint owner will be required at that time to log onto our Online Banking platform and enroll in Paperless Statements. Terms and benefits of Youth Accounts are subject to change. Please see the most recent Truth in Savings Disclosure and Schedule of Fees for membership fee and other fees and for certain fee waivers. When a minor account holder reaches 19, all normal fees apply.

1. Ages 6 to 12

These members qualify for a regular Share Savings, special purpose Savings Accounts (which can be designated for specific goals such as vacation or car purchase), certificates, and online access to their accounts. A debit card is mailed to the adult joint owner to access the account.

2. Ages 13 to 18

Members in this age category enjoy the benefits available to youth members ages 6-12, including a debit card, plus a Checking Account and a free box of checks.

Money Market Yield Account

Non-personal withdrawals and transfers may be limited as explained in the DEPOSITS AND WITHDRAWALS section of this Handbook.

CERTIFICATE ACCOUNTS

Certificate Accounts offer a fixed rate of return on a set balance over an agreed-upon term and can earn higher rates of return. Please see the Certificate Truth in Savings Disclosure and account opening receipt for details regarding account term, dividends, early withdrawal penalties, deposit limits, renewal at maturity and other information.

Individual Retirement Accounts

Regular Share Savings Accounts and Certificate Accounts are available as IRAs. Unless otherwise indicated in the Truth in Savings Disclosure, the terms stated in this Handbook will apply to the Regular Share Savings Account and Term Account IRAs. All IRAs are also subject to federal tax laws.

Fiduciary Accounts

We can set up all our accounts (except IRA) for special purposes such as family trusts, executors of estates, and guardians and conservators. Uniform Transfer to Minor Act accounts is also available. These accounts are subject to separate written agreements. Certain restrictions apply.

SHARE DRAFT (CHECKING) ACCOUNTS

General Checking Account Information

Checking Accounts offer unlimited check-writing. All accounts except Health Savings Accounts offer a VISA® Debit Card (also known as Check Card). Please see the Truth in Savings Disclosure and Schedule of Fees, and account opening receipt for additional information about features, minimum balance requirements, dividend rate and payment (if any), and fees related to Checking Accounts.

Health Savings Accounts (HSAs)

Depending on your circumstances, you may be able to establish a Health Savings Account that will allow you to build up savings to cover medical expenses not covered by insurance. Please see the Truth in Savings Disclosure, Rate Schedule, and Fee Schedule for details regarding minimum balance requirements, dividend rate and payment, and fees.

Although called a "Savings Account," at San Francisco Federal Credit Union, HSAs are treated as Checking Accounts for most purposes. Overdraft protection is not available, neither under Overdraft Protection Plans nor under Courtesy Pay. We will debit fees and charges against the HSA unless there are insufficient funds to cover the fee. In the latter case we will charge the fee against your Regular Share Savings Account and, if necessary, take that account negative. There is no limit on the number of monthly withdrawals. Please see the DEPOSITS AND WITHDRAWALS section of this Handbook. Tax penalties may apply to unauthorized withdrawals, and as such, you should consult a tax advisor. HSAs require a special application that is not available online.

General Checking Account Terms

The following terms apply to all Credit Union Checking Accounts.

Payments on Checks. We will make payments on current checks drawn on available funds in your Checking Account when signed by any person authorized on your Membership and Account Application. We are only obligated to honor completed, signed, and endorsed checks, on blanks printed by our authorized agent and given to you for your use or in a form approved by us. Spoiled checks should be destroyed or, if retained, disfigured. The duplicate in the checkbook should be marked “void.”

Governing Law. In handling checking transactions we will be governed by the California Commercial Code, applicable Federal Board regulations, and our Credit Union procedures, as changed from time to time.

Stale Dated Items. The Credit Union is under no obligation to pay a check on which the date is more than 6 months old. If we do pay it, we will not be liable to you for any costs or damages.

Overdrafts. The Credit Union is never required to pay a check or other Checking Account debit (withdrawal) item that would result in overdrawing on your Checking Account unless you have established and have available an Overdraft Protection Plan. This section of the Handbook explains the way in which the Credit Union will handle overdrafts. Checking Account holders are permitted and encouraged to establish one or more Overdraft Protection Plans. The following Credit Union products can be established as Overdraft Protection Plans: (a) Regular Share Savings Account; (b) Money Market Yield Account; (c) Personal Line of Credit, or (d) Credit Card. Personal Credit Lines and Credit Cards are subject to credit approval.

If a debit (payment) transaction is presented for payment on your Checking Account when you do not have available funds to cover it, the Credit Union will handle the item as follows.

1. **Overdraft Protection Plans.** If you have sufficient available funds or credit in an Overdraft Protection Plan you have established, the Credit Union will take or advance funds from the account or credit line to pay the item. If you have multiple authorized Overdraft Protection Plans with funds or credit available, the Credit Union may cover the overdraft from any source we select unless we have otherwise agreed with you in writing. The following rules also apply:
 - a. Overdraft Protection Plan transfers from your Regular Share Savings Account or Money Market Yield Account will be in \$50 multiples, up to the available funds in the account. There may be a limit of 6 such overdraft transfers per month per Savings Account. The minimum balance required to maintain the account is not available for overdraft protection. Please see the current Truth in Savings Disclosure for the minimum balance requirement.
 - b. Overdraft Protection Plan advances from your Personal Line of Credit or Credit Card will be posted as cash advances, in multiples of \$100 (or the available credit), to cover your overdraft in the amount needed. Overdraft credit line advances are governed by the terms of the applicable loan agreement.

- c. We may assess fees for Overdraft Protection Plan transfers or advances. Please see the current Fee Schedule or the applicable Credit Agreement.
 - d. We will not be liable for failure to complete an Overdraft Protection Plan transfer of advance even though you have available funds or credit, if the failure results from a cause beyond our reasonable control such as a natural disaster.
2. Courtesy Pay (Standard Overdraft Practices). If you do not have sufficient funds or credit available in an established Overdraft Protection Plan, we can, at our sole option, pay or return or decline a debit (payment) item presented against insufficient funds. If we pay the item, we refer to this service as Courtesy Pay. Courtesy Pay may be available for most debit items including checks, Remote Banking bill payments, preauthorized automated clearinghouse (ACH) payments, and preauthorized recurring payments using your debit card number, but it will be available for everyday debit card purchases only if you opt in. We do not allow ATM cash withdrawals against insufficient funds unless you have an Overdraft Protection Plan with available funds or credit. You will receive a disclosure covering Courtesy Pay (including the choice to opt-in to Courtesy Pay) when you open a Checking Account. The following rules also apply to Courtesy Pay:
- a. Our Schedule of Fees discloses fees for items paid or returned against insufficient funds. We can charge the Paid NSF fee (sometimes called the “clearing fee”) or returned NSF fee each time an item is presented against insufficient funds up to the daily maximums disclosed in the Fee Schedule. If we pay an everyday debit card purchase against insufficient funds when you have not opted into the service, no fee will be charged.
 - b. If Courtesy Pay results in a negative Checking Account balance, you must restore the amount by which your account is overdrawn immediately upon our demand and in no event more than 10 days after the negative balance first occurs. If you fail to do so, we may discontinue Courtesy Pay on your Checking Account. Our Right of Recovery and our right to recover collection costs apply to our efforts to collect unrestored negative balances from you. If a negative balance remains outstanding more than 45 days, we may close your Checking Account.
 - c. If you have opted into Courtesy Pay for everyday debit card purchases, you may opt back out at any time by notifying us in writing. If you wish to opt out altogether from Courtesy Pay, including for example for checks, ACH payments and Remote Banking Bill Pay payments, please let us know in writing. Your Courtesy Pay election will not impact the availability of Overdraft Protection Plans.
 - d. Courtesy Pay is always at our discretion. This means we are not obligated to pay items presented against insufficient funds when you do not have an Overdraft Protection Plan with funds or credit available, even if we have accommodated you in this way in the past. Courtesy Pay will never be available if (i) your Checking Account has been open with us for fewer than 30 days; (ii)

you are in default on any obligation you have to us; (iii) in our sole judgment you have initiated too many Checking Account withdrawal transaction against insufficient funds, or (iv) the overdraft would cause your negative checking balance to exceed any limit we set internally.

- 3. How We Determine Whether a Presented Item Will Overdraw Your Account.** We will charge a Paid or Returned NSF fee if, when an item is presented, payment of the item would result in a negative balance in your account. (When you have an Overdraft Protection Plan with available funds or credit, funds are transferred or advanced to your Checking Account, so no negative balance occurs.) Our data processing system makes this determination based on the "Available Balance" in your account when the item is presented in real time. You are responsible for keeping track of activity on your account and monitoring your balance. **The balance shown when you log into Remote Banking or use an ATM may be different than the Available Balance in your account when an item is presented for payment.** Examples of factors that can affect the Available Balance may include deposit holds, merchant debit card purchase holds, reversal of credit for deposited items, items clearing your account, and assessment of fees. We generally pay or return items in the order presented. If multiple items are presented at the same time (for example, batch ACH or check presentments), we can pay them in any order as long as we comply with applicable law. We do not structure payment of items to maximize NSF fees. We have no control over the frequency with which third parties present items to us for payment.

Our Right to Close Your Checking Account. Unless you have established an Overdraft Protection Plan with available funds or credit, we can close your Checking Account without prior notice for repeated overdrafts or for your other misuse of the Account such as check "kiting."

Waiver of Presentment and Notice of Dishonor. You waive protest and notice of dishonor for nonpayment of deposited items which are returned.

Responsibility for Negative Balances. Each Owner is jointly and severally responsible for restoring negative account balances.

ACH Representation of Returned Checks. Checks you wrote and that were returned on insufficient funds may be re-presented by the payee for payment through the ACH system if the payee notifies you of this possibility when you write the check. These are called "RCK entries" and are electronic fund transfers. Checks on which the signature is forged, altered checks, checks for over \$2,500, checks returned for reasons other than insufficient funds, or checks re-presented more than 180 days after their original date, are not eligible for ACH representation.

Redeposit of NSF Items. At our option, we have the right to automatically redeposit NSF items without notification to the parties. If an item you deposit is returned NSF, we can offset any resulting negative balance from any Credit Union shares in which you have an interest under our Right of Recovery. If we returned a check you wrote for insufficient funds, the institution at which the item was deposited may automatically redeposit the item without notice to the parties.

Stopping Payment. You can stop payment on any check drawn on your account before the check has been cleared for payment by notifying us orally and in writing. You must follow up the oral notice with a written request within 14 calendar days of the oral notice, or the stop payment request will lapse. Stop payment requests will be processed promptly, but the Credit Union will not be responsible for a check we pay within the first 24 hours after you request the stop pay. Written stop payment requests are valid for only 6 months but may be renewed for additional six-month periods by giving written notice to the Credit Union within the period during which the stop payment request is effective.

1. For us to effectively stop payment, we need to know the drawer (the person who wrote the check), the payee, the account number, the date, the check number, and the exact amount of the check. Our computer will search for the check exclusively by account number and check number. It can read nothing else on the check. If the account number or check number is wrong, the stop payment will not be effective.
2. If we fail to carry out a timely stop pay, we will not be obligated to reimburse you if the check paid your valid obligation. If we do reimburse you, the claim for funds against the payee of the check will be assigned to us and you agree to cooperate in collecting the amount wrongfully paid to the payee of the stopped check. Our liability to you is limited to the amount of the improperly paid check.

Post-Dated Checks. Post-dated checks may be cashed if presented by the payee before the date on the check. We will not be liable for the consequences of such early payment, unless you have given us separate notice (the date on the check alone is not sufficient notice) that the item is post-dated and identified the check to us by providing the same information that we require for stop payment requests. Our responsibility for failing to carry out your instructions regarding a post-dated check is the same as if we paid a check over your stop payment order.

Availability of Funds for Check Writing. Non-cash deposits are made available only after the times specified in the "Funds Availability Policy" section of this disclosure. We consider these deposits uncollected funds until the hold period expires. Please postpone writing checks or attempting withdrawals against these funds unless you intend to rely on available funds or credit in an Overdraft Protection Plan.

Prohibition on Pledging Funds. Funds deposited in Checking Accounts may not be pledged as security for a loan.

Lost or Stolen Checks. If your checks are lost or stolen, please tell us immediately. Call us at 415-775-5377. We recommend that you close your Checking Account and re-open it with a new number. Even if you stop payment on a sequence of lost or stolen checks, people who obtain your checks can often obtain new checks with your account and routing number on them. If you elect to keep your account open under the same number after your checks are lost or stolen, the Credit Union will not be responsible for unauthorized checks paid on your account unless they fall within a sequence of check numbers on which you have stopped payment. If we determine that we have an unacceptable risk of loss, we can require you to reopen your Checking Account under a new number or terminate your Checking Account privileges.

Immediate Check Payment. Checks you write may clear within a matter of minutes or hours. You should be sure that you have available funds before writing checks. Do not assume that you can write a check and later make a deposit to cover it.

Check 21 and Substitute Checks. The Check Clearing for the 21st Century Act, otherwise known as Check 21, took effect in October 2004. This law allows financial institutions to “truncate” clearing checks by creating an electronic image of a check rather than using the original paper check. The electronic image is called a “substitute check.” The substitute check includes the front and back of the original check and the legend, “This is a legal copy of your check. You can use it the same way you would use the original check.”

Preauthorized Drafts. A preauthorized draft is created when you give someone (such as a telemarketer or a creditor to whom you owe money) your Checking Account number along with your routing and transit number and authorize them to use the information to debit your Checking Account for the amount of money you have agreed to pay them. Any preauthorized draft presented to the Credit Union after you have voluntarily given your Checking Account information to the payee is considered authorized by you, even though you have not signed a check.

ACH Conversion of Other Checks. Persons to whom you write checks may convert them to electronic fund transfers. This may occur when you write a check to a merchant (called a POP or point-of-purchase entry) or when you send a check to a creditor to pay a bill (called an ARC or accounts receivable entry). Creditors who convert your checks to ARC entries must permit you to opt out of such conversions.

SPECIAL SERVICES

CREDIT UNION CHECKS

If you obtain a check drawn on the Credit Union payable to someone other than yourself, the Credit Union is under normal circumstances guaranteeing payment of the check. For that reason, we will accept a refund or replacement request on a Credit Union Check only after we receive a written declaration under penalty of perjury from you, and in some cases the payee. If the check was lost, stolen or destroyed before you delivered it to the payee, you must sign the declaration. If the check was lost, stolen or destroyed after delivery to the payee, both you and the payee must sign the declaration.

If we receive the refund or replacement request after the check has cleared, we will not be responsible for the loss.

We will not issue a replacement check or credit your account until 90 days after the issue date of a Credit Union Check. If we do issue a refund or replacement sooner, we may require you to post, at your expense, a lost instrument bond.

If, after 90 days have passed, we issue a replacement check or re-credit your account, we are discharged from further liability. If a holder in due course presents the original check after that time, we must pay the proceeds of the original check to the holder or the financial institution. You agree that if this happens, and you do not pay us the amount of the original check immediately upon our demand, we can

deduct the amount of the original check from any Credit Union shares in which you have an interest, and that if you do not have available funds for us to exercise our Right of Recovery, our general rights to collect what you owe us will apply.

WIRE TRANSFERS AND REMITTANCE TRANSFERS

Wire transfer terms are different from other account agreements and terms.

This section of the Handbook constitutes notice to all account owners of the rules regarding wire transfers. Wire transfers sent and received by the Credit Union are subject to the following terms:

We will make wire transfers from your share accounts upon your written instructions. We will also receive wire transfers for you. San Francisco Federal Credit Union wire transfers are subject to California law and to the terms of Federal Reserve Regulation J and Article 4A of the Uniform Commercial Code; outgoing international wires may also be subject to the Remittance Transfers Rule in Consumer Financial Protection Bureau Regulation E. If a wire is subject to the Remittance Transfers Rule, you will receive a transaction disclosure when you initiate the wire.

1. If we are receiving a wire transfer on your behalf, our responsibility is to carry out the terms specifically as transmitted by the sending financial institution, including any specific security procedure.
2. We will not be liable for damages to you or a third party if we carry out the written instructions in a reasonable manner.
3. We have a right to rely on any account or routing numbers furnished by you as the sender or any numbers transmitted with a wire transfer from another financial institution for your benefit with reference to the deposit of the funds received. Any effort we make to assist you in determining transit and routing numbers for institutions to which you wish to make wire transfers is provided as an accommodation only and its accuracy is not guaranteed. You are responsible for the accuracy of names and routing, transit, and account numbers on wire transfers you send.
4. We have no obligation to correct erroneous spellings of names or erroneous account numbers in sending or receiving wire transfer proceeds.
5. We will not be liable for indirect, consequential or punitive damages in the event that loss is sustained because we have failed to carry out instructions in a reasonable manner. Our liability is limited to the amount of the wire transfer.
6. Wire transfers will be reflected on your monthly statement. You can call us (please see HOW TO CONTACT US), use ExpressLine, or Remote Banking to find out if a wire transfer into your account has been received.
7. Domestic Wire Error Resolution: For domestic wire transfers, you agree to examine your statement promptly and notify us of any wire transfers errors within 14 days after the mailing date of the statement. If you do not notify us within 30 days of the mailing date of the statement, we will not be liable for any claims, demands or expenses related to the error.

8. Remittance Transfer Error Resolution: For international wire transfers (remittance transfers), If you think there has been an error or problem with your remittance transfer:

- Call us at 415-775-5377; or
- Write us at 770 Golden Gate Avenue, San Francisco, CA 94102; or
- Email us at contacts@SanFranciscoFCU.com.

You must contact us within 180 days of the date we promised to you that funds would be made available to the recipient.

When you do, please provide us with:

- Your name and address or telephone number;
- The error or problem with the transfer, and why you believe it is an error or problem;
- The name of the person receiving the funds, and if you know it, his or her telephone number or address;
- The dollar amount of the transfer;
- The confirmation code or number of the transaction.

We will determine whether an error occurred within 90 days after you contact us, and we will correct any error promptly. We will tell you the results within 3 business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of any documents we used in our investigation.

9. Remittance Transfer Cancellation: You have the right to cancel a remittance transfer and obtain a refund of all funds paid to us, including any fees. In order to cancel, you must contact us at the phone number or email address above within 30 minutes of payment for the transfer. When you contact us, you must provide us with information to help us identify the transfer you wish to cancel, including the amount and location where the funds were sent. We will refund your money within 3 business days of your request to cancel a transfer as long as the funds have not already been picked up or deposited into a recipient's account.
10. You agree that if we receive an erroneous wire transfer to your account, the sending party can reverse the transaction and the amount of the wire transfer will be deducted from your account. We will notify you if this happens. If a wire transfer you receive is reversed, you agree to immediately restore any resulting overdraft to your accounts upon our demand. If you do not do so, you agree that we can recover any overdraft amount from any Credit Union share account in which you have an interest. You further agree that our rights under Collection Costs above apply if we cannot recover what you owe by exercising our Right of Recovery.
11. Unless we tell you otherwise, the cutoff time for wire transfers is 2:00 PM for transfers within the U.S. and 12:00 noon for international (non-U.S.) wire transfers. Any domestic payment orders, cancellations, or amendments received after the cutoff time will be processed during the next business day we are open. (We

do not process wire transfers on Saturday even though we may be open to provide some services on Saturdays.)

12. Once a wire transfer has been sent, it generally cannot be canceled.
13. Your wire transfer requests may be delayed if you give us erroneous information.
14. We can refuse to carry out a wire transfer request or change order if we have reason to believe that doing so will cause us a loss.
15. In sending wire transfers for you, we will follow our security procedures. If you make your request in person, we may require photo identification. If you make your request by telephone, we may call you back at your telephone number in our records to confirm the request, and we may also ask you to confirm a telephone request by a signed authorization letter before the wire transfer is performed. Depending on the wire amount, we may require you to appear in person before we will process your request. By initiating a wire, you agree that our security procedures are reasonable.
16. If a specific account type is not indicated, wired funds are posted to your Checking Account if you have one, or your Regular Share Savings Account if you do not have a Checking Account. It is your responsibility to verify that expected funds are posted to the appropriate account.

FUNDS AVAILABILITY POLICY

All deposits are subject to verification and final collection. When you deposit an item (such as a check) drawn on another institution, there is always a time delay before the item reaches the institution on which it is drawn and we recover payment. The following summary is given to you to meet federal notice requirements of our Check Hold policy and a specific understanding of circumstances that might cause a delay in availability. Please read it and keep it for future reference.

Remember that even if we make funds available to you for a deposited item, if the paying institution lawfully returns the item unpaid or lawfully reverses an electronic direct deposit or wire transfer, we can deduct the amount of the deposit from your account balance and you will be liable for any resulting negative balance.

DETERMINING AVAILABILITY OF A DEPOSIT

The length of a delay for the availability of funds, if any, is counted in business days from the day of your deposit. Every day is a business day except Saturdays, Sundays, and federal holidays. If you mail your deposit, we will consider the day we receive it to be the day of your deposit. If you make your deposit to a proprietary ATM or non-proprietary ATM on a Saturday, Sunday, or Federal holiday, we will consider the next business day to be the day of your deposit. A proprietary ATM is an ATM that we own and is labeled as our machine. Deposits to a night depository are considered deposited the next business day.

If we do impose a delay, the length of the delay varies depending on the type of deposit and is explained below.

General Rule: Our policy is to make funds available on the next business day after the day the Credit Union receives a deposit with the exceptions listed below.

Same-Day Availability

Funds from the following deposits are available on the same business day as the day of your deposit:

1. Cash, if deposited in person to one of our tellers or in person at a CU Service Center (shared branch).
2. Electronic direct deposits.
3. Checks drawn on San Francisco Federal Credit Union.
4. Wire transfers.
5. The first \$500 of all other checks and U.S. Postal Service Money Orders if deposited in person to a San Francisco Federal Credit Union branch, received by mail, or deposited in person to a CU Service Center.

Next-Business-Day Availability

The remainder between \$500 and up to \$5,025 of the following deposits will be available on the next business day after the day of your deposit. Deposits not made in person to a teller (ATM deposits, for example) are subject to verification.

1. U.S. Treasury checks
2. Funds from the following items if payable to you and deposited to your account in person with a San Francisco Federal Credit Union teller, received by mail, or deposited in person to a CU Service Center.
 - a. California State, county, city, or public agency checks;
 - b. Federal Reserve Bank checks, Federal Home Loan Bank checks;
 - c. U.S. Postal Money Orders;
 - d. Cashier's, certified, and teller's checks;
 - e. Cash (unless deposited in person to a teller, in which case it will have same-day availability).

If a check shown in section 2 is deposited to a proprietary ATM instead of in person to a San Francisco Federal Credit Union teller, received by mail, or deposited in person to a CU Service Center, the first \$500 will be available the next business day and the remainder up to \$5,025 will be available the second business day.

Other Check Deposits

The first \$500 will be available on the business day of your deposit (unless deposited at a proprietary ATM, in which case the first \$500 will be available on the next business day after the day of your deposit), and the remainder up to \$5,025 will be available the second business day after the day of your deposit. For example, if you deposit a \$700 check to a San Francisco Federal Credit Union branch teller on Monday,

\$500 of the deposit is available the same day and the remaining \$200 is available Wednesday. If you deposit a \$700 check to a San Francisco Federal Credit Union proprietary ATM on Monday, \$500 of the deposit is available Tuesday and the remaining \$200 is available Wednesday.

Deposits at Non-Proprietary ATMs

If you make a deposit at an ATM San Francisco FCU does not own or operate, the funds will be available not later than 5 business days after the business day of your deposit.

Longer Delays May Apply

In some cases, we will not make all of the funds that you deposit by check available at the times shown above. If we are not going to make all funds from your deposit available at the times shown above, we will notify you in writing when you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to a Credit Union employee or if we decide to take this action after you have left the premises, we will mail you the notice on the day after we receive your deposit.

We can delay availability of funds for any reasonable amount of time, but generally no more than 7 business days, if:

1. We reasonably believe a check you deposit will not be paid.
2. You deposit checks totaling more than \$5,525 on any 1 day (the delay will apply to the amount by which the deposit exceeds \$5,525).
3. You have overdrawn your account repeatedly in the last 6 months.
4. You redeposit a check that has been returned unpaid.
5. There is an emergency, such as a failure of communications equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and when the funds will be available.

Special Rules for New Accounts

If you are a new member, the following special rules will apply during the first 30 days your account is open.

The first \$5,525 from a deposit of U.S. Treasury checks will be available on the next business day after the day of your deposit. The excess over \$5,525 will be available on the ninth business day after the day of your deposit.

Funds from wire transfers into your account and checks drawn on San Francisco Federal Credit Union will be available on the next business day after the day we receive the transfer or deposit. Funds from deposits of cash and the first \$5,525 of a day's total deposits of U.S. Postal Service money orders, cashier's, certified, teller's, travelers, and state and local government checks will be available on the next business day after the day of your deposit, if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$5,525 will be available on the ninth 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.

If we choose to accept a check as your agent for collection rather than to deposit it, these delay limits do not apply. The money will be posted to your account when we receive it.

Special Rule for Mobile Deposit

If you qualify, funds from checks deposited by Mobile Deposit will be available upon final collection from the institution on which the check is drawn or earlier at our sole discretion. Factors we may consider in making funds from Mobile Deposits available prior to final collection include but are not limited to your account history with us and the average balances in accounts you have with us.

Location of Check Endorsements

Federal law requires all check endorsements to be in the first 1-1/2 inches of the trailing edge of the back of the check. The trailing edge is opposite the left side of the face of the check, the side of the check just behind the address of the financial institution. You will be responsible for any costs or delays the Credit Union incurs because checks deposited to your account do not comply with the endorsement rules.

ELECTRONIC FUNDS TRANSFER AGREEMENT AND DISCLOSURE STATEMENT

INTRODUCTION/SCOPE OF SERVICES

Electronic Funds Transfers (EFT) are payments to, or withdrawals from, your account that are started electronically. This agreement applies to transactions initiated by (1) ATMs (automatic teller machines) that display the logos of networks we designate from time to time, (2) ExpressLine Voice Response, (3) Remote Banking, including Online Banking, Mobile Banking, and Bill Pay, (4) Point-of-Sale (POS) terminals that display logos of networks we designate from time to time, (5) third-party electronic transfers into your account via Automated Clearing House (ACH) such as retirement benefit payments by direct deposit and payroll deduction, (6) transfers out of your account to third parties via ACH such as automated bill payment services, or (7) use of a VISA® Debit Card at participating merchants or ATMs that display logos of networks we designate from time to time. (Debit Cards may also be known as Check Cards.)

ELIGIBILITY

Eligibility for EFT services is conditioned upon your continuing to be a Credit Union member in good standing (including the deposit and maintenance of the required Regular Share Savings Account balance stated in the Truth in Savings Disclosure and meeting your loan obligations), and your account history with the Credit Union and other institutions must be satisfactory.

You need not have a Checking Account with San Francisco Federal Credit Union to qualify for a Debit Card, but you must have a Credit Union Checking Account to use your Debit Card for signature transactions or point-of-sale purchases.

Security of Your Accounts: Keep Your Personal Identification Number (PIN) and Password Secret

You can't use a VISA® Debit Card at an ATM or point-of-sale terminal without keying your Personal Identification Number (PIN) into the ATM or terminal after inserting your Card into the machine. Your randomly selected PIN will be given to you when you request a Debit Card. You may change your PIN if you wish by bringing your Card and valid identification to a Credit Union office. You may need to know your existing PIN to request a new one.

Keeping your PIN secret will keep an unauthorized person from taking money out of your Credit Union accounts. You can't use the ExpressLine Voice Response system or Remote Banking services without your secret PIN/Password, which will initially be your social security number. Because this is an easy number for others to obtain, we recommend you change it immediately, following the ExpressLine or Online Banking instructions for doing so. Mobile Banking Services require a special PIN.

To keep your Passwords and PINs secret, please follow these simple rules: (1) memorize them, just as you learn frequently called telephone numbers; (2) never write your PIN on your Debit Card; (3) do not keep PIN/Passwords near telephones or your personal computer in your home or office; (4) if you must write these numbers down, do so in a way that won't make it easy for someone to find them and know what they are; (5) don't let anyone use your Debit Card or watch you key in your PIN or Password.

If you believe an unauthorized person has gained access to your PIN or Password, telephone the Credit Union immediately (please see HOW TO CONTACT US at the end of this disclosure) and instruct us to deactivate/block the card or change your PIN. Remember that a PIN is not required to use a Debit Card for signature transactions. Treat your Debit Card as carefully as you treat cash.

CONSENT TO TERMS

By applying for, keeping, signing, or using any EFT device, you acknowledge receipt of this disclosure and you agree that your use of EFT services will be subject to its terms. If you don't want to use ExpressLine or Remote Banking, call or visit the Credit Union and ask us to deactivate your PIN and/or password. If you don't want to use a Debit Card, cut all issued cards in half and return them to the Credit Union with a request that they be cancelled.

EXPRESSLINE-AUTOMATED TELEPHONE ACCESS TO YOUR ACCOUNTS (VOICE RESPONSE)

Our ExpressLine Voice Response System lets you access your accounts electronically by touch-tone telephone from anywhere in the United States. We will give you instructions on how to conduct transactions on your account by phone.

Available Services

By keying in your confidential PIN and the proper command on a touch-tone phone, you will be able to: (1) transfer funds between your Regular Share Savings, Checking, and Money Market Yield Accounts, (2) make

loan payments by direct transfer from your Regular Share Savings, Checking or Money Market Accounts, (3) obtain account information, including posting of transactions, loan status, account balances, dividends, last deposit and check clearance status, savings and loan rates, loan terms, or (4) request withdrawal by check payable to you from your Regular Share Savings Account (the check will be mailed to the Member on the account at your address of record). Other related services through ExpressLine may be added upon notice to you.

Generally, the ExpressLine Voice Response System is available 7 days a week, 24 hours a day. The only time you will not be able to access your account is during computer system maintenance.

Limitations on ExpressLine Use

Non-personal transfers by telephone from your non-transaction accounts may be limited to 6 transactions per month (please see the DEPOSITS AND WITHDRAWALS section in this Handbook). ExpressLine transfers are considered non-personal.

Unauthorized ExpressLine Transactions

You must notify us immediately if you believe an unauthorized person has gained access to your secret ExpressLine PIN. You should also change your PIN immediately. Call ExpressLine to obtain instructions for changing your PIN by telephone. If you believe an unauthorized person has obtained your PIN and used it to change your ExpressLine PIN, please call the Credit Union (please see HOW TO CONTACT US at the end of this Handbook) to close your accounts to ExpressLine access. Please see "Unauthorized Transactions" in the TERMS APPLICABLE TO ALL EFTs section of this disclosure for information on how to contact the Credit Union and other information on your potential liability for unauthorized transactions.

Additional Terms Applicable to ExpressLine

Please read the section below entitled TERMS APPLICABLE TO ALL EFTs carefully. These terms apply to ExpressLine.

REMOTE BANKING: ONLINE BANKING, BILL PAY AND MOBILE BANKING

Remote Banking allows you to access your Credit Union accounts and conduct many transactions from almost anywhere using a personal computer, tablet, smartphone or other mobile device. Online Banking enrollment gives you access to all Remote Banking services. You must have a personal computer with the following system requirements to use Online Banking and Bill Pay:

1. Internet Access
2. Versions of browsers that are most compatible with online banking: Internet Explorer 7.0 and Higher (PC only); Mozilla Firefox 3.5 and Higher (PC and Mac); Safari 3.1 (WebKit 523.13) and Higher (PC and Mac); Google Chrome (PC and Mac).

You must have a Credit Union Checking Account to use Bill Pay. Mobile Banking Service is part of Online Banking and requires a mobile device connected through an internet or mobile service provider with a web

browser. You'll need to install San Francisco Federal Credit Union's special mobile software application on your mobile device.

You are responsible for making sure your computer and web browser meet the minimum technical requirements for use of Remote Banking as determined by the Credit Union from time to time. You are responsible for the installation, maintenance and operation of your computer and modem and/or another Internet-connected device. You are responsible for all charges imposed by your internet service provider and mobile device provider. We do not guarantee that Remote Banking will be uninterrupted or error-free.

Available Services

By following the instructions that appear on the screen, you can use Online Banking on your home computer. At the present time, you may use Online Banking to: (1) withdraw funds in the form of a check payable to the Member at your address in our records, (2) transfer funds between your share accounts, (3) obtain balance information on your accounts and loans, (4) make Credit Union loan payments, (5) access your Credit Union VISA credit card and loans, (6) obtain tax information on dividends earned and loan interest paid, (7) review account balances and transaction history, (8) obtain current interest rates, dividend rates, and account histories on your accounts and loans, (9) transfer funds to other Credit Union members' accounts if you and the other member agree, (10) make external transfers to and from other financial institutions, (11) use Bill Pay to pay bills from your Checking account, (12) email or send secure messages to the Credit Union, (13) request copies of statements and checks, (14) place stop-payment orders, (15) reorder checks, and (16) find out if checks have cleared.

With Mobile Banking, you can use a mobile device such as iPhone or Android to perform all of the same functions as Online Banking, except withdraw funds in the form of a check payable to the Member at your address in our records.

If you are approved, you may use your mobile device for Mobile Deposit, although Mobile Deposit is not considered an EFT service (please see DEPOSITS AND WITHDRAWALS)

With Bill Pay, you can pay your bills online without writing checks, saving you time and postage. You can log into Remote Banking and set up a single payment, recurring manual payments that vary in amount, or automatic payments in the same amount at the same frequency (such as monthly or bi-weekly) to merchants.

Remote Banking is generally available 24 hours a day, 7 days a week, although the system may from time to time be unavailable due to maintenance. The account activity and information that you can review through Remote Banking may be limited to recent activity and information.

If you do not want to use Online Banking and Bill Pay, please call or visit the Credit Union and ask us to disable access. If you want to cancel the Bill Pay service, you can select the "Stop Bill Pay" option in Bill Pay at any time. If you want to cancel Mobile Banking, you can use Online Banking to do so or call the Credit Union at any time.

Activating Remote Banking

You can log into Online Banking by following the instructions that appear on the screen. Additional instructions can be found within Online Banking.

To activate Bill Pay, sign on to Online Banking by entering your Online Banking password and follow the tab to Bill Pay. The first time you log into Bill Pay, you will be required to agree to the terms of the on-line banking disclosure to proceed. Bill Pay will give you complete instructions on setting up payments.

To access Mobile Banking, you must first enroll in Online Banking, and follow the link to the Mobile Banking Environment.

Once you have enabled the Mobile Banking service, you must download the Credit Union's mobile banking application (the "Software") onto your mobile device. You can then use your mobile device to access your accounts at any time by entering your member number and password.

Limitations on Remote Banking Use

All transactions are limited to available funds in your accounts. Single Bill Pay payments cannot exceed \$20,000. Other member-to-member and external transfers using Remote banking are limited to \$10,000 per transfer; \$50,000 per month. The total daily Online Banking transfers out of your Regular Share Savings and Money Market Savings Account may be limited to 6 per month. (Please see the DEPOSITS AND WITHDRAWALS section of the Handbook for details on withdrawal limits.) Bill Pay payments can be made only to U.S. merchants and only in U.S. Dollar denominations. Bill Pay cannot be used to pay money you owe to governmental entities such as taxes, or to make court-ordered payments such as child support. If you have an Overdraft Protection Plan with available funds or credit, we will make transfers or advances to your Checking Account to cover Bill Pay payments that would otherwise overdraw your account.

Special Bill Pay Instructions

You are responsible for providing us with complete and accurate information about the merchant you wish to pay (a) when you first set up the account on Bill Pay and (b) if the merchant information changes. Bill Pay will give you detailed instructions about what information is required. We do not verify the accuracy of merchant information.

You tell us the date that your payment is due. We will deduct the necessary funds to make the payment from your account at the start of business 2 to 5 business days before the payment is due. We will attempt to send the payment to the merchant by check or electronic transfer on the day we deduct the funds from your account. Whether your payment is made by check or electronically, you must have funds available in your account to make the payment by 12:01 AM 5 business days before the payment due date. If you are setting up a new payment, and the payment is due in less than 5 business days, we will deduct the funds from your account at the start of business on the business day after you set up the payment. If you want us to send a same-day payment, your request must reach us before 12:01 AM. on that business day. The merchant may not receive the payment on time if we do not have complete and accurate instructions and funds by 12:01

AM 5 business days before the payment is due. If you intend to rely on funds from direct deposit to make a bill payment, be aware that we will not receive those funds until after the funds are deducted from Bill Pay.

If you do not have sufficient available funds or an Overdraft Protection Plan to cover a Bill Pay payment, unless you have opted out of Courtesy Pay, we may pay or decline the payment and charge the Paid NSF or Returned NSF Fee. If you have opted out of Courtesy Pay, we may charge the Returned NSF Fee. We will not be responsible for late payment fees if your payment does not reach your payee on time because you failed to observe these deadlines, or you do not provide us with complete and accurate merchant information.

You can cancel a bill payment by clearing the “due date” and “payment amount” fields or deleting the merchant from Bill Pay at any time before funds are withdrawn from your account. However, once the funds are withdrawn from your account, the payment cannot be stopped, and you will have to resolve any disputes directly with the merchant. It may be possible to stop a payment by check if we receive your request before the merchant cashes the check. We will make reasonable efforts to stop check bill payments but cannot guarantee that we will be able to do so.

We will be responsible for late fees only if we fail to follow your timely, complete and accurate instructions. You will be responsible for any late fees that occur because you have not given us accurate or complete information, because you do not have sufficient available funds in your account by 12:01 AM 5 business days before your payment due date, because you have not instructed us to make the payment on time, because a check we mailed was lost or misdelivered by the postal service, or if you did not select a payment due date on the business day of or prior to the actual due date.

Documentation of Bill Pay Transactions

You can view and print up to 18 months of Bill Pay history in the “View Bill History” feature (located under the “Recent Payments Module.”) Click on the “Biller Name” column header to sort billers alphabetically and group all payments made to that biller for the selected time frame. Documentation of individual payments will be provided on the monthly statements for the months in which the payments are withdrawn from your account. You can also use Online Banking to review your account history (including Bill Pay payments) or call 866-820-8037 to find out if a scheduled bill payment has been deducted from your account.

Special Mobile Banking Software Terms

After enrollment in Mobile Banking, your use of the mobile banking Software is subject always to the following conditions:

1. You will not use the Software for any purpose other than to access your own account(s) via the Mobile Banking service on your own mobile device.
2. You will not download or install the Software into a mobile phone that you do not own or over which you do not have exclusive control.
3. You will not permit or enable any person to access the Software or leave your mobile device unattended in such a manner as to enable a person to access the Software.

4. You will not reproduce, modify, or reverse engineer the Software or permit another person to do so.
5. You will not permit any person to access your password or otherwise enable others to download a copy of the Software.
6. The Software is made available to you strictly on an “as is” basis, no warranty is made in relation to the Software, and all warranties which may be implied by law or custom are excluded.
7. You will not hold the Credit Union liable for any incompatibility of the Software with your mobile device or for any loss or damage to any mobile device which may be caused by the Software or the installation process.

Unauthorized Remote Banking Transactions

Please notify the Credit Union immediately if you believe an unauthorized person has gained access to your secret Remote Banking password. You should also change your password immediately by using Online Banking and following the instructions. If you believe that an unauthorized person has used your password, please call or visit the Credit Union immediately to change your password. Please see “Unauthorized Transactions” in the TERMS APPLICABLE TO ALL EFTs section of this Handbook for information on how to contact the Credit Union and other information about your potential liability for unauthorized transactions.

Fees

Please see the current Fee Schedule for any fees that may apply to Remote Banking.

Additional Terms Applicable to Remote Banking

Please read the section in this Handbook entitled TERMS APPLICABLE TO ALL EFTs carefully. The following terms apply to Remote Banking.

Remote Banking and Security

We suggest the use of web browsers that are capable of conducting a secure session with an SSL (Secure Sockets Layer) enabled web server. This means that data transmitted between your computer or mobile device and our server is scrambled during transmission. When the data finally arrives at our server, it is unscrambled. You might find the following measures, which are commonly recommended, helpful in securing your personal and financial information.

Try to create original passwords:

- Use a combination of numbers, letters, and punctuation
- Longer passwords are better
- Make sure your password is something you can remember without writing it down
- Memorize your password

Keep your devices’ security and anti-virus protections up to date, and back up important data. Use anti-virus software and firewalls. You may wish to obtain the services of an information technology professional to help you select appropriate protective systems and backup media.

PLEASE NOTE: San Francisco Federal Credit Union cannot and does not warrant the security of any online environment, nor do we warrant the performance of your equipment or software, or the Mobile Banking software.

DEBIT CARDS

A Debit Card (also known as a Check Card) bears the VISA® logo, but it is not a credit card. A Debit Card enables you or anyone you authorize to use the Debit Card to order the Credit Union to make payments from your linked Credit Union Checking Account without writing a check. If you have a Checking Account you can use the Debit Card to pay participating merchants for goods or services, either through a point-of-sale terminal displaying the logo of networks we have designated or by a signature transaction. You can also use a Debit Card with a Checking, Savings, or Money Market account to obtain cash from ATMs that display logos of networks we have designated. Use of the Debit Card authorizes the Credit Union to charge your Checking Account or another account you designate at an ATM for the full amount of the transaction plus any applicable service fee as soon as the transaction posts to your account. There is no deferred payment as there is with a credit card.

Available Debit Card Services - Signature Transactions

You can use your Debit Card to access your linked Checking Account to purchase goods and services from participating VISA® merchants and obtain cash from financial institutions displaying the VISA® logo, on signature transactions. We may add other services by giving you any notice required by law.

Available Debit Card Services – PIN Transactions

You can also use your Debit Card to withdraw cash from your linked Regular Share Savings or Money Market Savings and Checking Account. Withdrawals are available at proprietary ATMs and at non-proprietary ATMs on networks in which we participate. You can use your Debit Card to make purchases or withdraw cash from your linked Checking Account for point-of-sale (POS) transactions at terminals on networks in which we participate. You can also use your Debit Card at proprietary ATMs and ATMs on certain networks to transfer funds between linked accounts and make deposits to your linked accounts. Proprietary ATMs are ATMs that we own and operate. The logos of ATM networks and point-of-sale networks in which we participate are shown on the back of your Debit Card. We will advise you of the daily limits we assign to your Debit Card for Signature and PIN-based transactions.

Debit Card Transaction Limits

All Debit Card transactions are limited to your assigned daily limits or the available funds in your account, whichever is less.

You can designate one Savings Account (or Money Market Account if you have a legacy Money Market Account) and one Checking Account to access at ATMs with your Debit Card. You can access your designated non-Checking Accounts only at ATMs. Merchant and point-of-sale transactions can access only your Checking Account.

If you have a Debit Card with only a Savings Account linked, you will be able to conduct ATM transactions only. Signature and POS transactions are only available with a linked Checking Account.

Until the earlier of (1) 5 days from the date of the merchant transaction, or (2) the merchant authorization clearing your account, your total authorization limit will be reduced by the amount of the merchant authorization. After the transaction clears, your total authorization limit will be permanently reduced by the amount of the transaction plus any applicable fees, although additional deposits to your Checking Account will of course increase your total authorization limit after they have cleared.

Although you have sufficient funds in your Checking Account to cover a requested withdrawal, it may be possible that an ATM, merchant, financial institution, or other entity that honors the Debit Card will not be able to determine your actual balance. Therefore, the Credit Union will not be liable for the refusal or inability of any such ATMs or entities to allow you to use your Debit Card or for their retention of your Debit Card.

All use of your Debit Card must be backed by actual available funds in the Credit Union account you are accessing. If you have an Overdraft Protection Plan on your Checking Account, we will make a loan advance or transfer funds from the account(s) you have designated that will be sufficient to cover any negative Checking Account balance due to a Debit Card checking withdrawal (please see the **Overdrafts** section of the CHECKING ACCOUNTS section of this Handbook). Funds to cover overdrafts will be transferred from your Overdraft Protection Plans in any order we choose consistent with applicable law. If you do not have available funds in your Checking Account or an Overdraft Protection Plan with available funds or credit, and you have not opted into Courtesy Pay for everyday Debit Card purchases, the transaction will be declined and a returned NSF fee may be charged. If you have opted in to Courtesy Pay for everyday Debit Card transactions, the transaction may be paid or declined at our sole discretion. Fees may be associated with any overdraft or attempted overdraft using your Debit Card. Please see the Fee Schedule.

A hold may remain on funds in your Checking Account even after a Debit Card transaction is cleared. For example, if a Debit Card authorization is obtained in advance for several nights at a hotel, but actual charges are put through one night at a time, a hold might apply to both the total advance authorization and the charges for the individual nights. The Credit Union will attempt to avoid this, but you should be aware of this possibility.

Checking Account Terms Apply to Debit Card

Use of the Debit Card will be treated as though it were a check and will also be governed by the terms of your Checking Account agreement with the Credit Union, plus the agreement governing any Overdraft Protection Plan you have with the Credit Union, except that the Credit Union cannot honor stop payment requests on Debit Card transactions.

Under our Courtesy Pay program, if you opt in, we may at our discretion pay overdrafting debit card transaction, except: (1) we do not pay overdrafting transactions attempted at ATMs and (2) we will not charge you a fee (paid NSF fee) on everyday transactions (merchant point-of-sale or signature debit card transactions) that overdraft your account unless you have an opt-in/consent in effect.

Transaction Dispute Rights - Applicable to Debit Cards

VISA operating rules give you certain rights to dispute merchant transactions. You must first make a good faith effort to resolve the dispute directly with the merchant. If you are unable to resolve the dispute directly with the merchant, please notify the Credit Union at once. You must tell us within 60 days of the date on which we sent you the FIRST statement on which the disputed transaction appeared. Please include copies of any documents that reflect your efforts to resolve your dispute with the merchant.

The Credit Union will arrange to have the dispute investigated to determine whether you should have your account credited for the amount in dispute. In the meantime, the Credit Union will, at a minimum, provisionally recredit your account for the amount of your dispute so that you will have use of the funds within 10 business days (20 business days for new accounts). It may take up to 45 days (90 days for Point-of-Sale or foreign transactions or on new accounts) to make a determination. Your account will be provisionally recredited within 5 days if the dispute involves unauthorized use of your VISA Debit Card and your account is not new.

If you do not submit your dispute in writing within 10 business days after we ask you to do so, we are not required to credit your account during the investigation. If it is determined that you are entitled to a credit to your account, the Credit Union will post it (or change a provisional credit to a permanent credit) within one business day of the determination.

If VISA operating rules do not allow a credit to your account, any amount for which your account was provisionally credited will be deducted from your account. We will notify you if this happens, and will pay any items that overdraw your account for 5 business days after we send you this notice without imposing an overdraft fee, but only to the extent the overdrafts are equal to or less than the amount of the provisional credit we deducted from your account. If any item overdraws your account by more than the amount of the provisional credit, you will be charged an overdraft fee. You agree to immediately restore to the Credit Union the amount of any overdraft on your accounts.

Your rights to dispute merchant transactions through the Credit Union are limited to those provided by VISA's operating rules.

Other Debit Card Terms

Although other documents you may receive when you initiate transactions with your Debit Card, such as sales receipts, may have contract terms printed on them, your agreement with the Credit Union is limited to the terms in this Handbook.

Debit Card Fees

The use of the Debit Card at ATMs may be subject to a fee. Third-party ATM operators may impose fees for use of their ATMs. They are required to disclose these fees to you at the ATM before you complete your transaction and become obligated to pay the fee. Once you complete your transaction, the third-party ATM operator fee will be deducted from your account.

Although there is no annual fee directly applicable to the Debit Card, the Checking Account with which the Debit Card is linked may have monthly maintenance fees and may impose fees for ATM or Point-of-Sale (POS) or signature Debit Card use which will also apply to the use of your Debit Card. Please see the Fee Schedule for fees that apply to Debit Card transactions.

International Transactions. For international multicurrency transactions (1) the exchange rate between the transaction currency and the billing currency (U.S. dollars) will be either (a) a rate selected by VISA from the range of rates available in wholesale currency markets for the applicable central processing date, which may vary from the rate VISA itself receives, or (b) the government-mandated rate in effect for the applicable central processing date, and (2) VISA will add a 1.00% International Service Assessment (ISA) fee to the transaction amount, and we will pass the fee on to you. For international single currency transactions processed in U.S. dollars, VISA will add a 0.80% ISA fee to the transaction amount, and we will pass the fee on to you. The ISA fee does not apply to single currency transactions conducted in U.S. military bases, territories, embassies, or consulates, or to single currency fund transfers conducted by the cardholder.

Liability for Unauthorized Use of Debit Cards

Your liability for unauthorized use of your VISA® Debit Card use is determined by VISA USA's operating rules. If unauthorized use of your VISA Debit Card occurs at certain POS terminals or ATMs, your potential liability for unauthorized use is that set out below in the "Unauthorized Transactions" part of the TERMS APPLICABLE TO ALL EFTs section of this Agreement. Except for certain POS or ATM activity, you will have no liability for unauthorized use of your VISA® Debit Card. You agree to promptly report the loss or theft of your VISA® Debit Card whether or not you may be liable for its unauthorized use. It benefits all Credit Union members if losses due to unauthorized card use claims are kept to a minimum.

Additional Terms

Please read the TERMS APPLICABLE TO ALL EFTs sections of this disclosure very carefully. They also apply to Debit Cards.

AUTOMATED CLEARING HOUSE (ACH) SERVICES

ACH transfers are regular automatic deposits into your account, such as direct deposit of your payroll or retirement benefits, and regular automatic payments out of your account, such as transfers to pay health club dues. ACH transfers will occur only if you authorize the originating company in writing. Additional disclosures will be provided in a separate ACH form.

Although you can call the Credit Union for information about the transfer or use ExpressLine or Remote Banking to determine whether a transfer has occurred, your only documentation of the transfer will be an entry on your periodic statement.

Available ACH Services

ACH may be used to make deposits and payments on dates and in amounts that you specify.

Preauthorized Debits (Withdrawals)

You may arrange with the Credit Union and other third parties in advance to make regular preauthorized electronic payments, such as mortgage payments or insurance premium payments. If the scheduled transfer date falls on a holiday, the transfer will take place on the prior business day.

If you have authorized the Credit Union to initiate debits from your account at another institution, and debits are returned for the second time, we will cancel your authorization.

Preauthorized Credit (Deposits)

Upon instruction of your employer, the Treasury Department, or other financial institution, the Credit Union will accept direct deposits of your paychecks or recurring Federal payments, such as Social Security. If you have arranged to have a direct deposit made to your account at least once every 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 415-775-5377.

Limitations on ACH Services

For deposits, the payor (the person or entity that pays you money) must offer direct deposit. For payments, the creditor (the person or entity to whom you pay money) must accept payments via ACH transfer. ACH payments out of your non-transaction accounts may be limited to 6 per month (please see Deposits and Withdrawals above for more information).

Right to Stop ACH Payments

If you have preauthorized ACH payments from your account, you can stop any of these payments by calling, visiting, or writing the Credit Union at the locations indicated in the HOW TO CONTACT US section of this Handbook, in time for us to receive your request 3 business days or more before the payment is scheduled to be made. A stop payment request for an electronically converted check must reach the Credit Union in a reasonable time for us to act on it. We may also require you to complete an ACH Stop Payment Form and deliver to us within 14 days. If you fail to confirm your oral request, it may lapse. We will charge you a fee for each stop payment order you give us as set forth in the Schedule of Fees.

You may use a stop payment request for a single or a limited series of such ACH payments to a single payee only. An ACH stop payment request cannot be used to stop all future payments. To stop or cancel all future payments, you must contact the originator or the third party whom you initially authorized, even though you may initiate such a "revocation of authority" with us. A stop payment order will remain in effect until (1) payment of the entry (or the last of several stop-requested entries if applicable) has been stopped, or (2) you withdraw the stop payment order in writing, whichever occurs first.

If you order us to stop a pre-authorized ACH payment 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your actual damages, not to exceed the amount of the payment. We will not be liable for failing to stop payment if the

information you give us does not describe the payment accurately enough for us to find it and stop it.

Notice of Payments in Varying Amounts

If you make regular payments vary in amount, the person you are going to pay is responsible for notifying you of the payment amount at least 10 days in advance of the scheduled payment date. You may tell the person to whom you make payments that you only wish to receive this notice when the payment amount will vary by more than a specified amount from the previous payments, or when the amount would fall outside certain limits that you set.

Corrections and Payment Revocations

If an ACH transfer is made into your account in error (if, for example, your employer inadvertently makes a double direct deposit of your net pay) you agree that we can reverse the erroneous transfer into your accounts without giving you advance notice. We will, however, tell you after the fact if such a correction is made. If reversal of an erroneous ACH deposit to your account results in an overdraft, you agree to immediately restore the account to a positive balance after receiving our written demand. If you do not do so, you agree that our Right of Recovery and our right to recover Collection Costs will apply.

Credit that we give you for an ACH credit (deposit) entry is provisional until we receive final settlement for such entry through a Federal Reserve Bank. If we do not receive final settlement, we are entitled to a refund of the amount credited to you in connection with such entry, and the party making payment to you via such entry (i.e., the originator of the entry) shall not be deemed to have paid you the amount of the entry.

Unauthorized/Authorization Revoked Transactions

If you want to reverse an ACH debit, you must complete and sign a written statement under penalty of perjury (affidavit) within 15 days of when we send or make available to you the periodic statement that reflects payment of that ACH debit. If we receive a properly completed and signed written statement under penalty of perjury from you within the 15-day period, we will re-credit your account with the amount of the charge. The written statement under penalty of perjury includes permissible reasons for which an ACH debit may be reversed.

Please contact us by calling, visiting or writing us at the locations indicated in the HOW TO CONTACT US section of this Handbook.

Other ACH Transactions

A CIE or customer-initiated entry occurs when you initiate an electronic transfer of funds to pay a company to whom you owe money, such as through use of Bill Pay. Bill Pay will tell you whether your bill is being paid electronically or by check.

A PBR or consumer cross-border payment occurs when ACH credits (deposits) or debits (withdrawals) are initiated on your account involving foreign countries. Debit entries involving foreign countries will be subject to Remittance Transfer rules covered in the WIRE TRANSFERS section of this Handbook.

A TEL entry is initiated when you give oral authorization over the phone to initiate an ACH withdrawal from your account. This is distinct from a preauthorized draft (described in the CHECKING ACCOUNT section of this Handbook), which authorizes a payee to initiate a check (draft) payment on your account. A TEL entry is permitted only if you have an existing relationship with the payee or if you initiated the call to the payee. A TEL entry may authorize a single payment or recurring payments.

A WEB entry is initiated when you give authorization over the internet (not using Online Banking or Bill Pay) to initiate an ACH withdrawal from your account. WEB entries may authorize a single payment or recurring payments.

Electronic Check Conversions

You may authorize a merchant or other payee to make a one-time electronic payment from your Checking Account using information from checks you write to make purchases or pay bills. For merchant purchases, the merchant is required to post a clear and conspicuous notice that they may convert checks you write to electronic payments. For bills, the billing entity is required to provide a notice on the bill that checks submitted for payment may be converted to electronic payments. If you believe that an electronic fund transfer has been made without your permission using information from your check, tell us AT ONCE, just as you would if you believe your Check/Debit Card, PIN or secret code has been lost or stolen or may be subject to unauthorized use. Please see “Unauthorized Transactions-all EFTs” below.

TERMS APPLICABLE TO ALL EFTS

Responsibility of Transactions

1. You must have both your Debit Card and your personal identification number to access your Credit Union accounts through any ATM or POS terminal. You must have your PIN/Password to use ExpressLine or Remote Banking and Bill Pay.
2. If you authorize us to issue a duplicate Debit Card to someone, or if you give your Card, PIN, ExpressLine PIN or Remote Banking Password to another person, you are authorizing that person to withdraw funds and perform other transactions on your accounts covered by this Agreement regardless of whether you have otherwise authorized that person. Adult joint owners on Youth Accounts are responsible for authorized Debit Card and Remote Banking transactions including those conducted by the youth. This rule also applies to any other EFT service that may become available in the future.
3. You consent to the terms of this agreement by using any EFT access device (such as a Debit Card, ExpressLine PIN or Remote Banking Password). You will continue to be responsible for all transactions resulting from the use of the Debit Card, ExpressLine PIN, or Remote Banking Password until you give us written notice to deactivate the device and if it is a physical device such as a plastic card, return it to us.

- a. Any person who applied for the Debit Card, ExpressLine PIN, or Remote Banking Password, or signs a Debit Card, or uses an EFT device for transactions, is equally obligated (jointly and severally) with any other such person to meet the terms of this agreement.

You are also obligated to repay any charges resulting from the use of the Debit Card, ExpressLine or Online Banking and Bill Pay by another person with your express or implied permission, whether or not the person stays within the limits of use set by you. We are not subject to agreements you make with third parties limiting their permission to use your EFT services.

- b. Any persons who use the Debit Card, ExpressLine or Remote Banking are also obligated to repay the Credit Union for all charges incurred because of their use of the access device.
 - c. You remain bound to pay for charges under this agreement even though another person has been directed to pay the debt by agreement or court order such as a divorce decree. No release from the obligation to pay debts incurred as a result of electronic fund transfer transactions will be valid unless (i) in writing signed by an authorized Credit Union employee or (ii) pursuant to a court order in an action to which the Credit Union is a party.
4. You understand and agree that if you or anyone you authorize to use the Debit Card, ExpressLine or Remote Banking gives conflicting instructions on the ATM keypad and written instruction inserted into the ATM such as a deposit slip, the Credit Union will follow the instructions given on the keypad.
 5. You agree that if you or anyone acting with you uses your Debit Card, ExpressLine or Remote Banking with fraudulent intent, we consider that transaction to have been authorized by you.

Documentation of Transactions

Each time you use a Debit Card at an ATM, you will receive an acknowledgement receipt describing the transaction (unless the machine notifies you that receipts are not available, or you elect not to get a receipt). You will also get a receipt when you use your Card at a Point-of-Sale terminal or for a signature transaction unless applicable law or VISA® operating rules permit the merchant not to provide a receipt due to the transaction amount. If you use your Debit Card for telephone or Internet purchases, your only record may be your monthly statement. Keep your receipts to update your records and verify your monthly statements on which these transactions will appear. ExpressLine and Remote Banking transactions are reflected only on your monthly statement.

Excess Withdrawals

Withdrawals or transfers must be backed with actual available funds. If you have established an Overdraft Protection Plan, we will make a loan advance or transfer funds from your designated Overdraft Protection Plan source sufficient to cover any negative account balance, consistent with the **Overdrafts** section of Checking Accounts in this Handbook, up to your available credit limit or the available balance in your account, depending on the Overdraft Protection Plan(s) that you

have put in place. Unless you have an Overdraft Protection Plan with available funds or credit, cash may not be dispensed if available funds in the accessible accounts are not sufficient. It is your responsibility not to attempt to withdraw cash against deposits that have not yet cleared in the time permitted by the law and the Credit Union procedures.

Unauthorized Transactions - All EFTs

Your Liability for Unauthorized Use

Tell us AT ONCE if you believe that your Debit Card, PIN, ExpressLine PIN, or Remote Banking secret Password, has been lost or stolen or otherwise made available to an unauthorized person, or that someone has transferred or may transfer money from your account (for example by using information from a paper check converted to an electronic check) without your permission. Please see the HOW TO CONTACT US section at the end of this Handbook for how to provide this notification. Telephoning is the best way to minimize any loss. You could lose all the money in your account, plus your maximum overdraft line of credit if you fail to promptly report unauthorized ExpressLine or Remote Banking use, or the unauthorized use of a Debit Card for certain POS or ATM transactions.

If you believe your Debit Card or ExpressLine PIN, or your Remote Banking secret Password has been lost or stolen or otherwise made available to an unauthorized person, and you **tell us within 2 business days** after you learn of the loss or theft, you can lose no more than \$50, if someone used your Card and PIN for certain ATM or POS transactions, or your Password without your permission.

However, if you **DO NOT tell us within 2 business days** after you learn of the loss or the theft or other unauthorized dissemination of your Debit Card or ExpressLine PIN or Remote Banking secret Password, and we can prove we could have stopped someone from using your Card and PIN for certain unauthorized ATM or POS transactions or your Password without your permission, you could lose as much as \$500.

If you live in California, and an unauthorized Debit Card transaction that falls outside VISA's "zero liability" rule occurs, your maximum liability will be \$50 unless the following paragraph also applies.

If your statement shows transfers that you did not make, tell us at once. **If you do not tell us within 60 days** after the statement was mailed to you, you may not get back any money you lost after 60 days, if we can prove that we could have stopped someone from taking the money if you had told us in time. That means you could lose all the money in your account *plus your maximum overdraft line of credit*.

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

If unauthorized use is made of your Debit Card for transactions other than certain POS and ATM transactions specified in VISA USA's operating rules, the VISA "zero liability" rule applies, and you will have no liability for it.

Please remember that any person who receives an additional Debit Card at your request, or to whom you give your Card and/or PIN, or who you permit (either by express or implied permission) to use your PIN, Card or ExpressLine PIN, or Remote Banking Password would be able

to withdraw all of the money in your account. We refer to such persons as authorized users, and you agree that all authorized users may withdraw funds from your accounts with the Debit Card, ExpressLine PIN, or Remote Banking Password. You are obligated to repay any charges resulting from the use of your Debit Card by authorized users, whether or not the person stays within any limits of use set by you. For example, if you give your friend your Debit Card in April to buy groceries and they use it again in October to withdraw cash from an ATM, the latter transaction is also considered authorized by you. The only way you can stop an authorized user from withdrawing funds from your accounts is to notify the Credit Union to cancel your Debit Card and de-activate your PIN, or to de-activate your ExpressLine PIN or Remote Banking Password. You remain liable for any authorized use of your Debit Card or PIN or Password that occurs before you tell the Credit Union to cancel them.

Credit Union Liability: If we do not properly complete a transaction according to our agreement with you, we will be liable for your direct losses or damages. However, there are some exceptions.

1. We will not be liable, if:
 - a. through no fault of ours, your account does not contain enough money, or you don't have available credit, to make the transaction;
 - b. the ATM where you are making the transaction does not have enough cash;
 - c. the equipment was not working properly and you knew about the breakdown when you started the transaction;
 - d. the money in your account is subject to legal process or other claim;
 - e. your Debit Card, PIN, ExpressLine PIN, or Remote Banking Password has been reported lost, stolen, or missing and we have blocked the account;
 - f. circumstances beyond our control such as fire, flood, electrical failure, or malfunction of the central data processing facility prevent the completion of the transaction despite our reasonable precautions; or
 - g. there are other lawful exceptions established by the Credit Union and you are given proper advance notice of them.
2. In no event will the Credit Union be liable for consequential, special, indirect, or punitive costs or damages.
3. The Credit Union will carry out instructions given to us electronically, whether through the ATM, ExpressLine, Remote Banking, or a Point-of-Sale terminal, or in writing such as through a preauthorized transfer instruction or Debit Card signature transaction. We will not incur liability for doing so in a reasonable manner. You agree to defend, indemnify, and hold the Credit Union harmless from all costs, claims, damage, or liability which we sustain as a result of carrying out in a reasonable manner instructions received through ATM, POS terminal, signature transaction, ExpressLine, or Remote Banking, from you or an authorized user.

4. The Credit Union may arrange for the availability of ATMs at various locations with access during non-business hours for the convenience of our members. However, not all ATM sites are subject to our control. You assume the risk of using them since the Credit Union does not in any way warrant the security or safety of any location. The Credit Union is not responsible for wrongful acts committed by anyone who is not an authorized agent or employee of the Credit Union regarding your use of ATMs. The Credit Union will not be liable for consequential damage that you claim results from our failure to complete a transaction.
5. Remember, the best way to safeguard your PIN and Passwords is to store them only in your memory. Don't let anyone have them or see them. They are given to you as a convenience to you. Your carelessness in keeping them in any place where they can be identified and used by someone else to take money out of your accounts may expose you to the loss of funds that your Credit Union will not cover.

Security: Avoid using ATM machines alone at night or at sites that appear to have the potential for assault or robbery. Put your money away and leave the site as soon as you have completed the transaction. Don't key your access code into the machine when someone is in a position to see the number.

Privacy

In the ordinary course of business regarding your EFTs, the Credit Union will disclose information to a third party about your account or the transfers you make: (1) where it is necessary for completing transfers; (2) to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; (3) to comply with government agency or court orders; (4) if you give us your written permission, (5) on closed accounts if we reasonably believe you mishandled your account. We will disclose information about you and your accounts to VISA USA and their agents if you have a Debit Card and use the VISA Assistance Center for emergency services. We will disclose information if we believe a third party such as a credit reporting agency or other entity has a legitimate reason for needing the information. Please see the Credit Union's separate Privacy Policy for more information on the Credit Union's maintenance of the privacy of membership information.

Change in Terms – Cancellation

1. The Credit Union may change the terms of the Electronic Funds Transfer Agreement by mailing or delivering a written notice or amended agreement to you at your last-known address on our records for the account. If a change will have an adverse impact, we will give you at least 21 days written notice. You agree that we may immediately terminate this agreement and your use of Credit Union Debit Card, ExpressLine, or Remote Banking services without prior notice if any of the following occur: (a) you (or any authorized user of your Debit Card, or PIN code or password) breach this or any other agreement between us (including loan agreements);

(b) we have reason to believe that there has been or may be an unauthorized use of your Debit Card, PIN code, or Password; (c) there are conflicting claims to the funds; (d) you or any authorized signer on your account requests us to do so; or (e) you withdraw funds at a time when funds are not available in your Credit Union accounts accessed under this program and you do not have a Credit Union Overdraft Protection Plan effect with available funds or credit.

2. Your Debit Card is the property of the Credit Union and you agree to return it to us upon request.
3. If you want to change your Debit Card PIN you must bring both the Card and valid identification to any Credit Union branch for re-coding. ExpressLine PIN, or Remote Banking Passwords can be changed by following the instructions given by ExpressLine or Online Banking.

Delayed Deposits

Availability of funds deposited at ATMs may be delayed. Please see the FUNDS AVAILABILITY POLICY section of this Handbook for details. In addition, you are responsible for not attempting to use EFT devices to withdraw funds before they become available. Please see the FUNDS AVAILABILITY POLICY to ensure compliance with this rule.

Additional Terms

1. Generally, ATMs may be accessed 7 days a week, but individual machines are sometimes closed temporarily for servicing.
2. Electronic Funds Transfer transactions may involve other Credit Union agreements, such as checking or loan agreements. Wherever applicable, the terms of these agreements shall apply as well.
3. If an ATM is unable to complete a transaction three times in a row, usually because of the failure to key in the proper PIN, for your protection, the Debit Card may be retained by the ATM.
4. This agreement is governed by applicable law. If any provision of this agreement is found to be unenforceable, the rest of the agreement will remain in effect.
5. When you use a Debit Card, ExpressLine, or Remote Banking, you acknowledge receipt of this agreement and disclosure given to you with the card and/or PIN number and/or Password.
6. Business days are Monday through Friday. Holidays that fall on weekdays are not considered business days. The Credit Union may be open to provide limited services on other days, but we do not consider those days "business days" as that term is used in this disclosure.
7. If your use of EFT services results in your becoming indebted to the Credit Union, and you do not pay what you owe us, you agree the our Right of Recovery and right to recover Collection Costs set forth in the Member Handbook apply. If we have to take legal action to collect what you owe us, you agree to pay our reasonable attorney's fees and all costs we incur in taking the action in addition to what you owe us, whether the legal action we take is a

collection lawsuit, a bankruptcy proceeding, an appeal, or another type of legal action.

8. The Credit Union may delay enforcing any of its rights under this Agreement without waiving them.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

If you think that an electronic transfer shown on your statement is wrong, or if you need more information about a transfer, please contact us at the telephone number or address listed under the HOW TO CONTACT US section at the end of this disclosure. Please provide us with all of the information requested under the section entitled WHAT TO TELL US IN CASE OF ANY ERROR OR INQUIRY.

We must hear from you no later than **60 days** after we sent you the **FIRST** statement on which the error or problem appeared. If you tell us orally, we may require that you send us your complaint or question in writing **within 10 business days**. We will notify you of the results of our investigation **within 10 business days (20 business days for new accounts)** after we hear from you and will correct any error promptly.

However, if we need more time, however, we may take **up to 45 days to 90 days for Point-of-Sale (POS) transactions or transactions involving foreign countries, or on new accounts)** to investigate your complaint or question. If we decide to do this, we will recredit your account **within 10 business days (20 business days for new accounts)** for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. If your complaint or question relates to a claim of unauthorized use of your VISA Debit Card and yours is not a new account, we will provisionally recredit your account **within 5 business days**.

If we ask you to put your complaint or question in writing and we do not receive it **within 10 business days**, we may not recredit your account.

We will send you a written explanation **within 3 business days** after we finish our investigation, whether or not we find that we made an error. You may ask for copies of the documents that we used in our investigation.

PRE-ARBITRATION DISPUTE RESOLUTION PROCESS

1. If you have a dispute about a product or service you obtained from the Credit Union that you are unable to resolve by working directly with a member of the Credit Union's staff, you may submit a Dispute Form. The Dispute Form is available on the Credit Union's website at SanFranciscoFCU.com or by request from a staff member.
2. If the Credit Union does not offer you a resolution that you accept within 30 days after you submit a completed Dispute Form, you may submit a Demand for Arbitration. The Demand for Arbitration Form is available on the Credit Union's website at SanFranciscoFCU.com or by request from a staff member.

AGREEMENT TO ARBITRATE CLAIMS

BY OBTAINING ANY PRODUCT OR SERVICE FROM SAN FRANCISCO FEDERAL CREDIT UNION, YOU AGREE THAT ANY DISPUTE RELATED TO PRODUCTS OR SERVICES OBTAINED FROM THE CREDIT UNION, EXCEPT DISPUTES SUBJECT TO SMALL CLAIMS COURT JURISDICTION, OR DISPUTES FROM WHICH CONSUMERS ARE EXEMPT FROM ARBITRATION UNDER APPLICABLE LAW, WILL BE RESOLVED BY BINDING ARBITRATION. YOU GIVE UP YOUR RIGHT TO GO TO COURT AND ASSERT YOUR RIGHTS OR DEFENSES BEFORE A JURY OR COURT JUDGE. YOU ALSO GIVE UP YOUR RIGHT TO ASSERT CLAIMS ON AN CLASS OR REPRESENTATIVE BASIS. YOU ARE ENTITLED TO A FAIR HEARING BEFORE A NEUTRAL ARBITRATOR. ARBITRATION PROCEDURES ARE SIMPLER AND MORE LIMITED THAN COURT PROCEDURES. AN ARBITRATOR'S RULING CAN BE ENTERED AS A JUDGMENT IN COURT AND IS SUBJECT TO APPEAL ONLY UNDER VERY LIMITED CIRCUMSTANCES.

1. ***Arbitration of Claims Above Small Claims Jurisdictional Limit:***
In consideration for and as a condition of the Credit Union's making products or services available to you, you agree that any dispute (other than a dispute referenced in section (2) or section (15) of this arbitration provision) related to that product or service that cannot be resolved by the pre-arbitration dispute process outlined in this Handbook may be submitted by you or the Credit Union to binding non-judicial arbitration provided through an Arbitration Administrator. The Arbitration Administrator may be JAMS or the American Arbitration Association ("AAA"). The Arbitration will take place at the office of the selected Arbitration Administrator at its office in or nearest to your county of residence. If the Arbitration Administrator has more than one office in your county of residence, the arbitration will take place at the office nearest to your residence.

Neither the Credit Union nor third parties collecting debts on our behalf will initiate arbitration to collect a consumer debt, but the Credit Union reserves the right to arbitrate all other disputes with you. You can elect to require the Credit Union or our third-party collection agencies to submit to arbitration of a debt collection action we or they initiated against you in court.

This Arbitration Agreement will remain in effect even if you terminate the product or service and pay off all obligations you incurred to the Credit Union as a result of your use of the product or service.

The term "dispute" includes any controversy or disagreement related to the product or service, including but not limited to (a) claims that you or the Credit Union failed to comply with applicable law or regulation or the Agreement governing the product or service, (b) claims that the Credit Union injured you, or (c) claims related to the interpretation or enforceability of this Arbitration Agreement. Questions about whether a dispute is subject to arbitration shall be interpreted as broadly as the law allows.

If either you or the Credit Union refuses to submit to arbitration upon demand by the other party, the party that seeks enforcement of this arbitration provision against the refusing party will, if successful, recover its costs of doing so from the other party.

This Arbitration Agreement is governed by the Federal Arbitration Act.

2. **Small Claims Matters:** Disputes in which the dollar amount in controversy does not exceed Small Claims jurisdictional limits may be brought by either you or the Credit Union in the Small Claims Court in your county of residence. Although you and the Credit Union can agree to arbitrate disputes subject to Small Claims Court jurisdiction, neither party can be compelled to arbitrate such disputes.
3. **Self-Help, Provisional and Ancillary Remedies:** This Arbitration Agreement does not prohibit you or the Credit Union from exercising any lawful rights or using other available remedies to preserve, foreclose, or obtain possession of real or personal property; exercise self-help remedies, including setoff and repossession rights; or obtain provisional or ancillary remedies such as injunctive relief, attachment, garnishment, or the appointment of a receiver by a court of competent jurisdiction.
4. **Statutes of Limitations:** The statute of limitations that would apply to any dispute subject to this Arbitration Agreement also applies to arbitration.
5. **Individual Actions Only:** All claims will be arbitrated on an individual rather than a class or representative basis. If the product or service has multiple obligors, a single proceeding may be maintained by or against all of those parties to the product or service.
6. **Costs of Arbitration Services:** All costs of arbitration assessed by the Arbitration Administrator and fees charged by the Arbitrator will be borne by the Credit Union, except that if (a) the arbitrator determines that your claim is frivolous or (b) you initiate the arbitration, you will pay the Arbitration Administrator's then-current fee for consumer-initiated arbitrations.
7. **Single Arbitrator:** All claims will be heard by a single arbitrator knowledgeable in the subject area of the dispute who is a retired state or federal court judge or an attorney with at least 10 years of relevant practice experience.
8. **Governing Rules and Law:** The arbitration will be conducted under the Consumer Arbitration Rules of the selected Arbitration Administrator. The arbitrator will apply applicable substantive law. Each party may be represented by counsel of its own choosing.
9. **Available Remedies:** Each party will have the same remedies available in arbitration as would be available if the dispute were heard in court, including but not limited to recovery of attorney's fees, expert witness fees and costs, subject to applicable law and if awarded by the arbitrator.

10. **Discovery:** The arbitrator shall allow discovery of non-privileged information relevant to the dispute.
11. **Written Statement of Decision:** The arbitrator shall issue a written statement of decision setting forth their ruling on each claim. The statement of decision will include the findings of fact and conclusions of law on which the ruling on each claim is based.
12. **Final and Binding Nature of Decision:** Absent clear abuse of discretion by the arbitrator in making findings of facts or conclusions of law, the arbitrator's decision will be final, binding, and not subject to appeal. The arbitrator's decision may be entered as a judgment in a court of competent jurisdiction.
13. This arbitration provision does not apply to loans secured by real estate or subject to the Military Lending Act.

HOW TO CONTACT US

Call: **415-775-5377** or outside 415 call: **800-852-7598**
Fax: **415-775-5340** TDD: **415-615-7033**

Main Office Business Hours

Mon-Wed, Fri	8:30 AM to 5:30 PM
Thursday	10:00 AM to 5:30 PM
Saturday, Sunday	Closed

Branch Business Hours

Call **415-775-5377**

or visit **SanFranciscoFCU.com** for specific branch hours.

You May Write To Us:

San Francisco Federal Credit Union
770 Golden Gate Avenue
San Francisco, CA 94102

You May Email Us

contacts@SanFranciscoFCU.com

You cannot use email to the Credit Union to initiate account transfers or stop-payment orders. The Credit Union may not immediately receive or act on email communications. If we do receive email from you, we will confirm receipt of your message and let you know the status of our response to your inquiry within one business day, but we do not guarantee that we will receive or respond to emails.

Locations

For a complete list of branch locations, visit our website or call.

Website

SanFranciscoFCU.com

To Report a Lost or Stolen VISA® Debit/Credit Card DURING Business Hours

Call **415-775-5377**, option 4.

To Report a Lost or Stolen VISA® Credit Card AFTER Business Hours

Call **888-297-3416** (within U.S.) **206-389-5200** (Outside U.S.)

To report a Lost or Stolen VISA® Debit Card AFTER Business Hours

Call **888-241-2510**

To report a Lost or Stolen VISA® Debit Card AFTER Business Hours OUTSIDE the US

Call collect **909-941-1398**

INFORMATION NEEDED FOR ANY ERROR OR INQUIRY

1. Your name;
2. Account number;
3. Describe the error or the transfer about which you are unsure;
4. Explain, as clearly as you can, why you believe there is an error;
5. Dollar amount;
6. Date in question.



SAN FRANCISCO
FEDERAL CREDIT UNION



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