

Sound Federal Credit Union provides electronic fund transfer (“EFT”) services that allow you to access your accounts electronically. This Agreement describes your rights and responsibilities as well as those of Sound Federal Credit Union.

In this Agreement, the terms “we,” “us,” and “Credit Union” refer to Sound Federal Credit Union. The terms “you” and “your” refer to the member who has requested and uses electronic fund transfer services.

Electronic fund transfers include transactions such as:

- debit card transactions
- ATM withdrawals and deposits
- online banking transfers
- bill payment services
- mobile wallet transactions
- person-to-person payments
- preauthorized transfers

By using any electronic fund transfer service offered by the Credit Union, you agree to the terms of this Agreement.

Suspension of Electronic Services

Subject to applicable law and the terms of your account agreements, Sound Federal Credit Union may suspend or restrict some or all electronic services and access to your accounts if:

- you become delinquent on any loan or other obligation to the Credit Union;
- your account becomes overdrawn or causes a loss to the Credit Union; or
- we reasonably believe that unauthorized, fraudulent, or illegal activity may occur.

During any such suspension, you may be unable to access your account through electronic services such as debit card transactions, ATM withdrawals, online banking, mobile wallet transactions, or person-to-person payment services.

If we detect unusual or suspicious activity related to electronic services, we may temporarily suspend access to those services for security purposes.

Sound Federal Credit Union will not be liable for any losses you may incur as a result of the suspension of electronic services as permitted by law.

Types of Electronic Services

Debit Card Transactions

You may use your Mastercard® Debit Card and personal identification number (PIN) to:

- Withdraw cash from your accounts at ATMs
- Make purchases at merchants that accept Mastercard
- Obtain balance information
- Transfer funds between eligible Credit Union accounts
- Conduct online, telephone, or mail-order purchases

Some transactions may require a PIN while others may require a signature, contactless payment, or digital authentication.

International Debit Card Transactions

Your Sound Federal Credit Union Debit Mastercard® card may be used to conduct transactions at merchants or ATMs located outside the United States.

If you make a transaction in a foreign currency, the transaction will be converted into U.S. dollars using the exchange rate established by Mastercard® for the date the transaction is processed. International transactions may be subject to a foreign transaction fee of 1% of the U.S. dollar amount of the transaction.

A transaction may be considered international even if you are located in the United States. For example, some online merchants process transactions through financial institutions located outside the United States. You may also be charged a fee by the ATM operator or network used when conducting transactions at ATMs outside the Credit Union's network.

ATM and ITM Transactions

You may use your debit card at automated teller machines (ATMs) or interactive teller machines (ITMs) to:

- Withdraw cash
 - Deposit funds (at participating machines)
 - Transfer funds between accounts
 - Obtain account balance information
- Some services may not be available at all terminals.

Online Banking Transfers

Through Online Banking you may:

- Transfer funds between your Credit Union accounts
- Make payments on Credit Union loans
- Access account balances and transaction history
- Use Bill Pay services

Online Banking is generally available 24 hours a day, except during system maintenance.

24-Hour Teller (Telephone Banking)

You may access your accounts through our 24-Hour Teller telephone banking system using your account number and personal identification number (PIN). A PIN will be assigned to you to access this service.

Through the 24-Hour Teller system you may:

- Transfer funds between your Credit Union accounts
- Make payments on Credit Union loans and credit cards
- Obtain balance information and transaction history on your Credit Union accounts
- Request that funds be mailed to you in the form of a check

This service is generally available 24 hours a day, although it may occasionally be unavailable due to system maintenance or technical issues.

Bill Pay

Through Online Banking you may use Bill Pay to make payments to third-party payees.

You are responsible for scheduling payments early enough for the payment to reach the payee by the due date.

Additional terms governing Bill Pay may be presented during enrollment.

Mobile Wallet Services

You may add your Sound Federal Credit Union debit card to mobile wallet services such as Apple Pay®, Google Pay®, or Samsung Pay®.

Mobile wallet services allow you to make payments using a mobile device at participating merchants.

Mobile wallet transactions are treated as electronic fund transfers and are subject to this Agreement.

You are responsible for maintaining the security of your mobile device and authentication methods.

Person-to-Person Transfers (Zelle®)

You may send or receive electronic payments through Zelle® or similar person-to-person payment services available through Online Banking.

Transfers using these services may occur within minutes between enrolled users.

Person-to-person transfers should only be sent to individuals or businesses you know and trust. Once a payment has been authorized and sent, it may not be canceled or reversed.

The Credit Union is not responsible for transfers sent to an incorrect recipient due to incorrect information provided by you.

The Credit Union may suspend or restrict access to person-to-person payment services if suspicious or unusual activity is detected.

Real-Time Payments

Certain electronic payment services may allow funds to be sent or received immediately or within minutes.

Once authorized, these transactions are generally final and cannot be reversed.

You should verify recipient information carefully before initiating any instant payment.

TRANSFER LIMITATIONS

For security reasons the following limits apply:

ATM Withdrawals

\$500 per 24-hour period

Debit Card Purchases

\$2,500 per 24-hour period

Bank-to-Bank Online Transfers

- \$5,000 per day
- \$10,000 per week
- \$30,000 per calendar month

Bank-to-Bank transfers to and from account held at another financial institution may be limited to six (6) transfers per statement cycle.

These limits may be modified by the Credit Union.

ELECTRONIC FUND TRANSFER FEES

Service	Fee
Non-Sound FCU ATM Withdrawal	\$3.00
Overdraft Fee	\$30.00
Stop Payment (Preauthorized Transfer)	\$30.00
Debit Card Replacement	\$15.00
Foreign Transaction Fee	1% of transaction

When you use an ATM not owned by us, you may also be charged a fee or surcharge by the ATM owner or network used, even if you do not complete a transfer.

Additional fees may be disclosed in the Credit Union's Rate and Fee Schedule.

DOCUMENTATION OF TRANSFERS

Terminal Receipts

You may receive a receipt when making transactions at ATMs or point-of-sale terminals.

Periodic Statements

Electronic fund transfers will appear on your account statement.

You will receive a monthly statement for your checking account.

Savings account statements are provided quarterly.

Statements may be provided electronically if you have enrolled in electronic statement delivery.

You should review your statements promptly and notify the Credit Union immediately if you believe there is an error or unauthorized transaction.

PREAUTHORIZED TRANSFERS

You may authorize recurring transfers such as:

- Direct deposit of payroll or government benefits
- Automatic bill payments
- Loan payments

RIGHT TO STOP PAYMENT

If you have authorized recurring payments, you may stop any payment by notifying the Credit Union at least three (3) business days before the scheduled transfer.

Written confirmation may be required within 14 days.

YOUR LIABILITY FOR UNAUTHORIZED TRANSFERS

Notify us immediately if you believe your card or access device has been lost or stolen.

If you notify us within 2 business days, your liability will not exceed \$50.

If you fail to notify us within 2 business days, your liability could be as much as \$500.

You must also report unauthorized transactions within 60 days after the statement was sent.

If a good reason such as extended travel or hospitalization prevented you from notifying us in time, we may extend the time limits.

ERROR RESOLUTION

If you believe there is an error on your statement or receipt, contact us as soon as possible. We must hear from you no later than 60 days after the first statement on which the error appeared.

Provide the following:

- your name and account number
- a description of the error
- the dollar amount of the suspected error

If you notify us orally, we may require written confirmation within 10 business days.

We will determine whether an error occurred within 10 business days and correct any error promptly. If more time is needed, we may take up to 45 days to investigate.

If we take additional time, we will provisionally credit your account within 10 business days so you may use the funds during the investigation.

DISCLOSURE OF ACCOUNT INFORMATION

We may disclose account information:

- to complete transactions
- to verify account information
- to comply with legal requirements
- with your written permission
- as otherwise permitted by law

Additional information is available in our Privacy Notice.

SECURITY OF ACCESS CREDENTIALS

You are responsible for safeguarding your debit card, personal identification number (PIN), passwords, security codes, and other access credentials.

You should not disclose your PIN, online banking credentials, or verification codes to any person.

Sound Federal Credit Union will never request your password, PIN, or verification codes to authorize a transaction.

If you believe your credentials have been compromised, contact the Credit Union immediately.

JOINT OWNERS

If accounts accessed under this Agreement are joint accounts, all joint owners and authorized users are bound by this Agreement.

Each joint owner authorizes the other to conduct electronic fund transfers. Each owner is jointly and severally liable for all transactions.

If conflicting instructions are received from joint owners, the Credit Union may refuse to act until the conflict is resolved.

BUSINESS DAYS

Our business days are Monday through Friday excluding federal holidays.

TERMINATION

You may terminate EFT services by notifying the Credit Union and returning or destroying your debit card. The Credit Union may terminate EFT services at any time as permitted by law.

CONTACT INFORMATION

Sound Federal Credit Union
37 North Avenue
Norwalk, CT 06851
Phone: (203) 977-4701
Email: Info@MySoundCU.org

24-Hour Teller
Phone: (800) 932-5264

Lost/Stolen Debit Cards
Phone: (833) 462-0798

Debit Card Fraud/Disputes
Phone: (833) 462-0798