

NO SURCHARGE ATMS

Northwestern Mutual Credit Union is a member of two ATM alliances, Alliance One and MoneyPass. Because of this association, NMCU members may perform ATM withdrawals at participating ATM's without incurring a charge from the ATM's owner. A link to the complete list of available ATM's can be located at NMCU's website: www.mynmcu.com. To download both ATM Locator smartphone apps, go to the Google Play store on your Android or the App Store on your iPhone, and search for: *ATM Alliance One*; and, *MoneyPass*.



IMPORTANT DISCLOSURES REGARDING YOUR ATM CARD



1. Contact Information

For any questions regarding your card, including reporting lost or stolen cards, call 414-665-3423 or 1-800-472-3272 or write:

Northwestern Mutual Credit Union
720 E. Wisconsin Ave.
Milwaukee, WI 53202

2. Business Days

The credit union's business days are Monday – Friday, excluding certain holidays.

3. Account Access

You may use your ATM card and PIN number to:

- a) Withdraw cash from your checking or regular savings account
- b) Make deposits to your checking or regular savings account
- c) Transfer funds between your checking and regular savings account
- d) Make balance inquiries on your checking or savings account balance

4. Charges

Until you are notified by the credit union to the contrary, you will be charged:

- a) \$1.00 for any ATM withdrawal (checking or savings) **in excess** of 10 transactions in a calendar month.
- b) \$1.00 for funds transferred from regular savings to checking if the account is overdrawn as a result of an ATM card.
- c) \$10.00 for replacement/additional cards.

Until you are notified by the credit union to the contrary, there are no fees for deposits and no monthly or annual fees for possessing an ATM card.

5. Limitations

- a) You may withdraw up to \$500 from ATMs within a 24 hour period.
- b) You may deposit checks at a terminal up to \$9,999.
- c) Terminals or terminal operators may have other limits on the amounts of withdrawals or deposits.
- d) There are other limits on the number and amounts of transfers you may make using terminals.
- e) You may not attempt to initiate any transaction in connection with an account that has been closed by you or the credit union, or which is subject to legal process or other encumbrance.
- f) You may not request a withdrawal or transfer of funds from an account if the withdrawal or transfer would overdraw the account
- g) Cash refunds will not be made to you on purchases made with your card.

6. Authorization of Debit/Credit

Each time your card is properly used, you authorize the credit union to debit or credit your account for the total amount shown on the transaction ticket.

7. Periodic Statements

You will receive a monthly account statement for your checking and savings accounts unless there is no account activity, in which case, a statement will be issued quarterly.

8. Deposits/Payments

All checks or drafts which the credit union has authorized through a terminal for deposit or payment are credited subject to collection and the credit will be reversed if the check or draft is not paid. Except for cash deposits at a clerk operated terminal for which immediate credit will be given, all check deposits and payments are received subject to verification by the credit union. The credit union will not credit the account for deposits until the credit union actually receives the funds and the credit will be reversed if the credit union does not actually receive the funds. If the reversal to a deposit account overdraws the account, the credit union may charge all or part of the deficiency to any other account at the credit union or any customer authorized to use the card. Customer shall pay to the credit union any deficiency which cannot be paid out of such accounts.

9. Customer Liability

Tell us AT ONCE if you believe your card or PIN number has been lost or stolen. Telephoning is the best way to minimize your possible losses. You can lose no more than \$50 if someone used your card and PIN number without your permission. If you furnish the card or personal identification number (PIN) to another person, you shall be deemed to authorize all transactions which may be accomplished by the card or PIN number until you have given actual notice to the credit union that further transactions are unauthorized and you shall notify the credit union of any loss, theft, disappearance, or known or suspected unauthorized use of the card or any disclosure of the PIN number. Notice shall be given to the credit union at the address and telephone number shown and shall, upon request, be confirmed in writing by you. You shall be obligated to the credit union for the amount of any money, property, or services obtained by the authorized use of the card. To the extent that the credit union is unable to charge such amount to the account designated by you, you authorize the credit union to charge the amount to any other accounts at the credit union of any customer authorized to use the card.

10. Limitations on Credit Union's Responsibilities

The credit union is not liable for the unavailability or failure to operate all or any part of the system. Except for its own negligence, the credit union is not liable for any personal injury or tangible property damage suffered or incurred by you through use or attempted use by you of the card at any terminal. Except to the extent provided in section 910 of the Electric Funds Transfer Act, the credit union is not liable for any loss, cost, damage, or expense incurred by you by reason of malfunction of any part of the system or failure to complete any transaction which is caused by natural disaster, fire, strike, war, riot, or act of God or any other cause beyond the control of the credit union and any other entity which is part of or connected to the system. The credit union is also not liable for consequential damages.

11. Error Resolution

In case of errors or questions, telephone the credit union at (414) 665-3423 or write us at:

Northwestern Mutual Credit Union
720 E. Wisconsin Ave.
Milwaukee, WI 53202

Contact us as soon as possible if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt. We must hear from you **no later than 60 days after we sent you the FIRST statement** on which the problem or error appeared.

- a) Tell us your name and account number
- b) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- c) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send your complaint or question in writing within 10 business days.

We will tell you the results of our investigation within 10 business days after we hear from you and we will correct any error promptly. If we need more time however, we may take up to 45 days to investigate your complaint or question. If we decide to this, we will re-credit your account within 10 business days for the amount you think is in error, so that you will have use of the funds during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not re-credit your account.

If we decide that there was no error, we will reverse any provisional credit and will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

12. Account Information Disclosure

We will disclose information to third parties about your account or the transactions you make: (1) where it is necessary for completing or tracing transactions or resolving errors or claims, or (2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or (3) in order to comply with government agency or court orders, or if you give us written permission.

13. Chargebacks

As to any transactions which involve a sale of goods or services, is paid for directly through a terminal, involves a transfer of \$50 or more from a share account, and does not involve a check or draft, the credit union shall reverse the transaction and re-credit your account upon receipt of written or oral notice from you. Notice must be sent to the address and telephone number shown and received within three banking business days of the transaction.

14. Multiple Party Account

Each customer who is a party to an account, which is a joint account, hereby appoints each other who is a party to such account as your attorney with power to appoint one or more agents with power to use the card to make withdrawals from such account. Each customer shall indemnify the credit union for any tax it may be required to pay by reason of withdrawals or payments from the account, after your death, to any person or to the survivor in the case of a joint account.

15. Use of Card and PIN Number

The card and PIN number are provided solely for your use and protection. You shall, at all times, safely keep the card and PIN number and not permit anyone else to use them; not record the PIN number on the card or otherwise disclose or make available to anyone else; and use the card, PIN number and terminals only as instructed and only for purposes authorized by the credit union. Customer will immediately notify the credit union of any theft, loss, disappearance, or known or suspected unauthorized use of the card or any disclosure of the PIN number.

16. Card Ownership – Termination

The card remains the property of the credit union and shall be surrendered by you upon request. The credit union may terminate your privilege of using the card and may withhold approval of any transaction at any time.

17. Right to Stop Payment

You are not permitted to stop payment on any purchase or cash withdrawals and we have no obligation to honor any such stop payment request.

18. Foreign Transactions

Foreign currency transactions will be converted to U.S. dollars by VISA International and MasterCard using either the government mandated exchange rate or the wholesale exchange rate in effect one day before the conversion, as applicable. A foreign currency exchange fee of up to 1% of the transaction amount will be charged.

19. Notice of Errors

The credit union will not be obligated to comply with the error resolution requirement of Regulation E of the Federal Reserve Board unless you notify the credit union of an error orally, or in writing, at the telephone number and address shown or at such other telephone number and address of which the credit union notifies you.

20. Amendments

These rules may be amended by the credit union at any time and are subject to compliance with any applicable requirement of law concerning notice. Amendments shall be effective upon mailing by the credit union a copy of such amendment to you at the address to which statements are sent.

21. Other Rules

Retention and use of the card constitutes acceptance of these rules as amended from time to time. These rules constitute an addition to all other agreements and regulations of the credit union governing accounts which are accessible by the card or indebtedness on which payments may be made by use of the card.

22. Goods or Services Purchased

The credit union is not responsible for the refusal of any person to honor the card and is not responsible for any goods or services you may purchase with the card. Use of the card for any illegal activity is strictly prohibited.