

## **Electronic Funds Transfers – VISA Debit Card**

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed.

### **ATM Transfers**

#### Types of Transfers and Dollar Limitations

You may access your account(s) by ATM using your VISA Debit Card and personal identification number, to:

- Make deposits to checking account(s)
- Get cash withdrawals from checking account(s)
- Get information about the account balance of your checking account(s)

Some of the services may not be available at all terminals.

### **VISA Debit Card Transactions**

Subject to funds availability, you may access your checking account(s) to:

- Purchase goods (in person, by phone or online).
- Pay for services (in person, by phone or online).
- Get cash from a merchant, if the merchant permits, or,
- Obtain cash from a participating financial institution, do anything that you can do with a credit card (that a participating merchant will accept with a credit card).

### **Frequency Limitations**

- You may make no more than 10 transactions each day using our terminal and our point-of-sale transfer services
- For security reasons, there are limits on the number of transfers you can make using our terminals and point-of-sale transfer services.

### **Dollar Limitations**

- You may withdraw up to an aggregate of \$200 from our terminals daily.
- You may buy up to \$500 worth of goods or services each day at our point-of-sale transfer service.

### **Right to Documentation**

#### Terminal Transfers

You can get a receipt at the time you make any transfer to or from your account using one of our automated teller machines or point-of-sale terminals.

#### Periodic Statements

You will get a monthly statement from us for your checking account. On saving accounts, statements

will be sent on a quarterly basis. In cases where electronic transactions are utilized, you will receive a statement for the month that this transaction occurred.

## **Our Liability**

Liability for Failure to Make Transfers.

If we do not complete a transfer to or from your account on time, or in the correct amount, according to our agreement with you, we will be liable for your loss or damages. However, there are some exceptions. We will NOT be liable, for instance:

- If, through no fault of ours, you do not have enough money in your account to make the transfer.
- If the transfer would go over the credit limit on your overdraft line.
- If the automated teller machine where you are making the transfer does not have enough cash.
- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions we have taken.

There may be other exceptions stated in our agreement with you.

## **Disclosure of Account Information to Third Parties**

We will disclose information to third parties about your account or the transfers you make:

- When it is necessary for completing the transfers;
- In order to verify the existence and conditions of your account for a third party, such as a credit bureau or merchant;
- In order to comply with government agency or court orders; or,
- If you give us written permission.

## **Unauthorized Transfers**

Contact us IMMEDIATELY if you believe your card and/or code has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could lose all of the money in your account (plus your maximum overdraft line of credit). If you tell us within two business days, you can lose no more than \$50 if someone used your card without your permission.

If you do not tell us within two business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission, if you had told us, you can lose as much as \$500.

Also, 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 the 60 days if we can prove we could have stopped someone from taking the money had you told us in time.

If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time period.

If you believe your card and/or code has been lost or stolen or that someone has transferred or may transfer money from our account without your permission, contact us immediately.

### **Error Resolution**

In case of errors or questions about your electronic transfers, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt, contact us as soon as possible. We must hear from you no later than 60 days after Bank of Indiana sent the first statement on which the problem or error appeared. When contacting us regarding an error, please have the following information ready:

- Your name and account number
- The error or the transfer you are unsure about, and, as clearly as you can, why you believe it is an error or why you need more information.
- The dollar amount of the suspected error.
- If you tell us verbally, 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 if the transfer involved a point-of-sale transaction or a foreign initiated transfer). After we hear from you we will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a point-of-sale transaction or a foreign initiated transfer) to investigate your complaint or question. If we decide to do this we will re-credit your account within 10 business days (20 business days if the transfer involved a point-of-sale transaction or a foreign initiated transfer) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or questions in writing and we do not receive it within 10 business days, we may not re-credit your account.

If we decided that there was no error, we 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.

### **International Exchange**

The rate of exchange between the Transaction Currency and the Billable Currency used for the processing of International Visa Transactions is (i) wholesale market rate or (ii) government-mandated rate, in effect one day prior to the processing date, increased by one percent.