

Jefferson Financial FCU Online Banking Electronic Fund Transfer Disclosure & Agreement

This Agreement, together with our other Agreements and Disclosures governs your use of Jefferson Financial Online Banking Service and/or the Bill Payment Service which allows you to transfer funds, review account activity, pay bills, and exchange electronic messages with Jefferson Financial by e-mail or by using the Contact Us Section of our website. By using these services, you agree to the terms and conditions of this Agreement. Please read this Agreement carefully and retain for your records.

Definitions

As used in this Agreement, "the Service" means Jefferson Financial Online Banking Service that provides access to your account(s). "Account" means the share which you designated when you applied for the Service and from which we make payments on your behalf. "Password" is the temporary code provided when you initially signed on to the Service that allows you to access the Service. "Web access device" means the combination of an Internet-enabled device equipped with a qualified browser that provides Internet access to the World Wide Web and your Internet Service Provider. "Accounts" means the Primary Account and the other deposit and loan accounts to which you have access through the Service. "Authorized User" is a person who is a common owner of all Accounts or to whom you have provided your Jefferson Financial FCU Online Banking ID and Password, whether or not that person is a common owner of all Accounts. "You" and "your" refer to the person(s) or entity subscribing to or authorized to use the Service. "We," "us," "our" and "the Credit Union" or "CU" refer to Jefferson Financial Federal Credit Union".

Equipment and Software Requirements

To use the Online Banking Service, you need either a personal computer ("PC") with a modem and a web browser which uses 128-bit encryption technology (Netscape's Navigator® Version 3 or Microsoft's Internet Explorer® Version 3 are the minimum required versions) or another "Web access device". Jefferson Financial suggests that you use the most recent version of Microsoft's Internet Explorer® or Netscape's Navigator® in order to benefit from the strongest encryption technology available. You are responsible for the set-up and maintenance of your home computer and modem or Web access device. We are not responsible for any errors or failures from any malfunction of your computer or any virus or other problems related to the use of the Online Banking Services. You may use your Web access device to obtain balance and other information about your accounts and to transfer funds between certain accounts. You may also use your Web access device, if you access the Bill Payment Service, to direct us to make payments from your Account to third parties ("Payees") whom you have selected in advance to receive payments through the Service.

Terms of the Service

This Agreement will remain in effect until terminated. It will automatically terminate if you cease to be a member of Jefferson Financial or if you fail to comply with any terms or conditions of this Agreement.

Limitation of Liability

Under no circumstances and under no legal theory, tort, contract, or otherwise, shall we be liable to you or any other person for any indirect, special, incidental, or consequential damages of any character, including, without limitation, damages for loss of goodwill, loss of use, data, or profits, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses. In no event will we be liable for any claim by any third party.

In addition, we are not responsible for any error, damages or other loss you may suffer due to malfunction or misapplication of any system you use, including your browser (Netscape Navigator®, Microsoft Explorer® or otherwise), your Internet Service Provider, your software, or any equipment you may use (including your telecommunications facilities, computer hardware and modem) to access Internet Services or communicate with Jefferson Financial.

Access to Jefferson Financial FCU Online Banking Services

In order to access the Service, you must complete an Online Banking Application. Only Authorized Users may access online accounts. After receipt of your application, we will send you an email notifying you that you may access to the Online Banking Service with the temporary Jefferson Financial FCU Online Banking ID and password established by Jefferson Financial. You will then be required to define your own Password once signed on to Jefferson Financial FCU Online Banking since the temporary password you used to login will expire. You should keep your Password in a secure location. Any person having access to your Jefferson Financial FCU Online Banking ID and Password will be able to access the Online Banking Service and perform all transactions for all accounts you have linked for Internet account access, including reviewing account information and making payments to other persons.

Information About Your Accounts

At the present time, you may use Jefferson Financial FCU Online Banking to:

- Withdraw funds from your savings and checking accounts via check.
- Transfer funds from your savings and checking accounts.

- Obtain balances, histories, and other information for your savings, checking, loan, and share certificate (CD) accounts.
- Make loan payments from your savings and checking accounts.
- Access your LOC, and HELOC accounts, to make loan advances on your pre-approved lines of credit.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on savings and checking accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.
- Transfer funds to member accounts.
- Place stop payments and reorder checks.
- Personalize account titles
- Purchase Share Certificates (CDs)
- Change the Jefferson Financial FCU Online Banking ID and password.
- Open secondary accounts.

The following limitations on Jefferson Financial FCU Online Banking may apply:

- For security reasons, your access to the Service will be blocked in the event your Password is entered incorrectly on six (6) consecutive access attempts.
- There is an inactive time limit for a member, and a total time limit for a member's session.
- This service may be interrupted for a time each day for data processing.

Balances shown may include deposits still subject to verification by us. The balances shown also may differ from your records because they may not include deposits in progress, outstanding checks, or other withdrawals, payments, or charges. In addition to viewing account information, you may use Online Banking to conduct the transfer of funds among accounts. Account history information can be downloaded to your PC using Quicken®. Should you wish to download history information, you are solely responsible for the purchase, installation and support of such software packages.

Fees

There are no fees for access to Jefferson Financial FCU Online Banking or Online Bill Pay service.

Periodic Statements

All transactions conducted via Online Banking will be reflected upon your monthly and/or quarter financial statement from Jefferson Financial. For your records, you may wish to print the confirmation page that appears after completion of a transaction on Online Banking.

Liability for Failure To Make Transfers

If we do not complete a transfer from your account(s) on time or in the correct amount, we may be liable for your loss or damages. However, there are some exceptions. Jefferson Financial will not be liable, for instance:

- If, through no fault of ours, you do not have enough money to make the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- There may be other exceptions stated in our agreement with you.

Account Information to Third Parties

- Jefferson Financial will disclose information to third parties about your account or the transfers you make:
- Where it is necessary for completing transactions; or
- In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- In order to comply with government agency or court orders or if you give us written permission.

Authorized Use of the Service by Other Persons

You are responsible for keeping your Password and account data confidential. Because your Password can be used to access money in any of your accounts and to access information about any of your accounts, you should treat your Password with the same degree of care and secrecy that you use to protect other sensitive personal financial data. We are entitled to act on transaction instructions received using your Password, and you agree that the use of your Password will have the same effect as your signature authorizing the transaction. If you authorize other persons to use your Password in any manner, your authorization will be considered unlimited in amount.

Lost or Stolen Password

You will be liable for unauthorized use of your Online Banking to the extent allowed by applicable federal and state laws. If you believe that your Online Banking Username or Password has been lost or stolen or that someone has transferred or may transfer money from your account without your permission call: 1-800-259-2471. If you believe your Username or Password has been lost or stolen, please use the "Maintenance" feature within the Online Banking section of our web site to change your Username or Password.

You must notify us immediately as you could lose all the money in your account(s). If you tell us within two business days, you will lose no more than \$50 if someone used your Online Banking Password without your permission. If you do NOT tell us within two business days after you learn of the loss or theft of your Online Banking Password, and we can prove we could have stopped someone from using your Online Banking Password if you had told us, you could lose up to \$500.

Also, if your statement shows transactions that you did not make or authorize, tell us at once. If you do not tell us within 60 days after the statement was mailed or otherwise made available to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or hospital stay) kept you from telling us, we may extend the time periods.

Error Resolution

In case of errors or questions about your electronic transfers or payments, call or write to us at the telephone number or address listed herein as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we send the first statement on which the problem or error appeared.

1) Tell us your name and account number. 2) Describe the error or the transfer you are unsure of and explain why you believe it is an error or why you need more information. 3) Tell us the dollar amount and the date of the suspected error. If you notify us orally, we may require that you send us your complaint in writing within ten (10) business days.

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

If we decide that there was no error, we will send you a written explanation within three (3) business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

Contacting Jefferson Financial

You may contact us by:

- Using the Contact Us section on our website.
- Telephoning us at 800.259.2471 during regular business hours.
- Writing to us at: Jefferson Financial, 7701 Airline Drive, Metairie, LA 70003.

Limits on Transfers

You are not permitted under applicable law to make more than six (6)-preauthorized transfers from a savings account each statement period. No more than three (3) may be made by check to a third party. If any transaction exceeds this limitation, the CU reserves the right to deny the transfer. Transfers made in person at Jefferson Financial are unlimited.

Access to Mobile Banking Service

If we approve Mobile Banking for your accounts, members will use Online Banking login ID and password. You must use your Online Banking login ID and password to access your accounts. At the present time, you may use Mobile Banking to:

- Transfer funds from your savings, checking, and loan accounts.
- Obtain balance information for your savings, checking, loan, IRA, Club, and certificate accounts.
- Make loan payments from your savings and checking accounts.
- Access your Credit Card or Line of Credit accounts.
- Determine if a particular item has cleared.

- Obtain tax information on amounts earned on savings and checking accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.
- Make bill payments to preauthorized creditors.

Your accounts can be accessed under Mobile Banking via mobile device or other approved access device(s). Mobile Banking will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. We may set other limits on the amount of any transaction, and you will be notified of those limits. We may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction and there may be limits on the duration of each access.

The following limitations on Mobile Banking transactions may apply:

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one (1) day.
- For security purposes, the Credit Union will establish maximum withdrawal or transfer amounts for your account. You may contact us at 800.259.2471 to inquire as to your limitations.

Online Bill Payment Service

The Bill Payment Service permits you to use your Web access device to direct payments from your checking account to third parties you wish to pay. Through the Bill Payment Service, you can pay bills from your checking account to businesses or individuals. There are no fees associated with Jefferson Financial's Bill Payment Service.

At the present time, you may use Online Bill Payment Service to:

- Set up "recurring" payments - A bill that is due on the same day each month and is always the same amount. (It can be weekly, monthly, bi-weekly, annually, etc.)
- Set up "single" or "on demand" payments – A bill that is to be paid one-time only.
- Review bill payment transaction history.
- View the iPay Demo.
- View the verification of payment.
- Access General Information about Online Bill Payment.
- Setup to receive your bills to the Bill Pay site.

The following limitations on Online Bill Payment Service may apply:

- You must allow at least five (5) business days for each bill payment (on-demand or monthly) to reach your merchant. You may schedule a payment at any time, but payments are actually sent to payees only on business days.
- You will be required to select and maintain a list of merchants you wish to pay via Online Bill Payment Service. If a merchant you wish to pay does not appear in the merchant list supplied, simply add the information for the new merchant. You may make this request in the Bill Pay website. JFFCU is not responsible if a bill payment cannot be made due to incomplete, incorrect, or outdated information provided by you regarding a Merchant if you attempt to pay a Merchant who is not on your authorized payee list, due to lost or misdirected mail, or if the account has insufficient funds. Your contact information on the Bill Pay site must be kept up to date in the event you need to be contacted regarding a bill.
- Bill payments are taken from your checking account on the of the processing date you request, if funds are available. Your checking account must contain sufficient available funds at the time the bill payment order is initiated for the payment to be processed; otherwise, you will be assessed a non-sufficient funds fee.
- You may change or stop a bill payment until 5:00 PM CST of the last business day preceding the processing date you originally gave us. For support, please contact 800.259.2471.

Inactivity and Termination

You are responsible for complying with all the terms of this Agreement and with the terms of the Account Agreements governing the deposit accounts which you access using Online Banking Services. We can terminate your Online Banking privileges (including the Bill Payment Service) under this Agreement without notice to you if you do not pay any fee required by this Agreement when due, or if you do not comply with the Agreement governing your deposit or loan accounts, or your accounts are not maintained in good standing. We will promptly notify you if we terminate this

Agreement or your use of the Services for any other reason.

To cancel the Online Banking Service, you must notify us and provide your name and address, and the effective date to stop the Service. You may notify us by one of the following methods:

- Using the Contact Us section on our website.
- Telephoning us at 800.259.2471 during regular business hours.
- Writing to us at: Jefferson Financial, 7701 Airline Drive, Metairie, LA 70003.