



Katahdin Connection and Bill Payer Agreement

Personal Identification Number (PIN) and/or Password is your “remote banking signature.” You are responsible for maintaining its confidentiality. The PIN AND/OR PASSWORD should be memorized and not written, in order to prevent unauthorized use, and so you may report its loss or theft accurately.

Authorized Use: Only you are qualified to direct the deposit or withdrawal of funds to or from your account (s) with the use of your P.I.N. and/or Password when using Katahdin Connection services. Each P.I.N. and/or Password serves the owners primary account and all sub-accounts. You understand that any person using Katahdin Connection service and your P.I.N and/or Password may withdraw funds from your savings, checking and club accounts, may make transfers between accounts and may obtain open-end balances. If you disclose your P.I.N. and/or Password to anyone, you understand that you have given him or her access to your accounts via our Katahdin Connection system and that you are responsible for any such transactions.

Consumer Liability For Unauthorized Katahdin Connection

transactions: Tell us at once if you believe your P.I.N and/or Password or other information which could provide electronic access to your account has been lost or stolen, or if you believe someone has used your PIN AND/OR PASSWORD or accessed your account without your permission. 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.)

You can lose no more than \$50.00 if you tell us within two (2) business days that your PIN AND/OR PASSWORD was used to make a transfer without your permission. If you do NOT tell us within two (2) business days, and we can prove that we could have stopped someone from making a transfer without your permission if you had told us, you could lose as much as Five Hundred Dollars \$500.00.

If your statement shows transfers 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 to you, you may not get back any money you lost if we can prove that we could have stopped someone from taking the money if you had told us in time.

Notification Procedure: If you believe that your PIN AND/OR PASSWORD has been LOST or STOLEN, or that someone has transferred or may transfer money from

your account without permission, call us at the number shown or write us at the address given on the home page.

Business Days: Our business days are Monday – Friday, excluding state and federal holidays.

Types Of Transactions Available: You may use Katahdin Connection to obtain account balances, confirm activity, verify check clearing, make account transfers, make withdrawals by mail, obtain open end advances, pay bills (if choosing Bill Payer services) and more.

Limitation On Frequency And Amount Of Transactions:

For a Savings account in which transfer limitations apply, no more than six (6) preauthorized, automatic, or telephone transfers may be made from these accounts to another account of yours or to a third party in any month, and no more than three (3) of these six (6) transfers may be made by a check, draft, or debit card to a third party. If you exceed those limitations, your account may be subject to a fee or be closed.

A pre-authorized transfer includes any arrangement with KFCU to pay a third party funds from your share account upon written or oral orders including through the Automated Clearing House (ACH). Transfers from your share (savings) account using Katahdin Connection are electronic transactions and count towards these limits. Automatic transfers from your share (savings) to share draft (checking) accounts to cover electronic funds transfers (EFTs) or share drafts (checks) you write and automatic debits at KFCU count towards these limits.

These limits do not apply to transfers from a share draft (checking) account.

If a transfer request exceeds the transfer limitations set forth above, the Credit Union may refuse or reverse the transaction and suspend or close the account and charge any appropriate fees.

Posting Transactions: Transactions are posted at the time of the transaction. Funds availability via ATM is dependent upon when the ATM network is updated.

Conditions Under Which We Will Disclose Information To A Third

Party: You agree that we may, and you hereby authorize us to, disclose information to third parties about your accounts (s) or the transfers you make (1) where it is necessary for completing transfers; (2) in order to verify the existence and condition of your accounts for a third party, such as a credit bureau or merchant; (3) in order to comply with government agency or court orders as permitted by law; or (4) if you give us your written permission.

Documentation of Transfer and Transaction: You will receive a monthly statement of your account activity. You will not receive a copy of the deposit/withdrawal slip at the time of the transaction using Katahdin Connection.

Error Resolution: Telephone or write 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 sixty (60) days after we send you the FIRST statement on which the problem or error appeared. Provide the following information:

- Your name and account number.
- Describe the error or the transfer you are unsure about, and a clear explanation of why you believe it is an error, or why you need more information.
- 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 ten (10) business days. We will tell you the results of our investigation within ten (10) 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. For new accounts, Point-of-Sale, or International transactions, we may take up to ninety (90) days to investigate your complaint or question.

If we decide to do this, we will recredit your account within ten (10) business days for the amount you think is in error, so you will have use of the money during the time it takes to complete our investigation. For new accounts, we may take up to twenty (20) days to credit your account for the amount you think is in error. If we ask you to put your complaint or question in writing and do not receive it within ten (10) business days, we may not recredit 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.

Cancellation: Your PIN and/or Password remains our property. We may cancel your Katahdin Connection privileges and/or all electronic fund transfer privileges at any time without notice or cause. Any cancellation or termination shall not affect any of your existing liability to us.

Liability: If we do not complete a transaction to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses 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 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 that we have taken. If we have reason to believe that transactions involving your account may be unauthorized, fraudulent, illegal, or otherwise improper.

We expressly disclaim all warranties that the components including but not limited to the Katahdin Connection Site, Bill Payer services, Equipment, Browser shall function properly or be available for use.

Agreement Modification: This Agreement may be amended by us without prior notice to you when such a change is immediately necessary to maintain or restore the security of the system or a member's account; however, we will notify you in writing thirty (30) days prior to the effective date of any change in any term or condition of the Agreement or your account, if such change would result in greater cost liability for you or decreased access to your account.

Joint Accounts: All parties to a joint account each agree to be jointly and severally bound hereunder. The PIN and/or Password may provide access to the accounts owned by the primary member. Joint owners may have access to the primary member's accounts at the credit union, including accounts owned singly by the primary member or jointly by the primary member and other persons.

1000 Central Street
Millinocket ME 04462
207-723-9718

1068 Crystal Road
Island Falls ME 04747
207-463-3661