

Winston-Salem Federal Credit Union Agreement and Federal Disclosure

This Agreement governs the use of Winston-Salem Federal Credit Union's Internet Banking Service, jointly referred to as the "Service," provided by Winston-Salem Federal Credit Union, also referred to as WSFCU. By using the Service to conduct transactions, you agree to the terms of this Agreement.

Definitions

As used in this Agreement, "account" and "accounts" mean the WSFCU account in which you are either the owner or joint owner. "Loan account" and "loan accounts" mean any loan you have with the Financial Institution. "You," "your," and "yours" mean the person(s) using the Service. "We," "our," "us," and "Financial Institution" refer to the individual Financial Institution WSFCU that holds your accounts.

Deposit and Credit Agreements

The terms and conditions in this Agreement shall have priority and take precedence over any existing terms and conditions in existing account and loan agreements you have with us in the event of a conflict.

Required Equipment

In order to use the Internet Banking Service, you need a computer (in this Agreement, your computer and the related equipment are referred to together as your "Computer") with a web browser (either Netscape Navigator 4.0 or higher, Microsoft Internet Explorer 4.0 or higher), a member number, and Internet Banking PIN. The PIN is the confidential personal identification number you use to access your account(s) through Internet Banking.

You are responsible for the installation, maintenance, and operation of your Computer, browser and the software. WSFCU is not responsible for any errors or failures from any malfunction of your Computer, the browser or the software. WSFCU is also not responsible for any Computer virus or related problems that may be associated with the use of an online system.

The Service

To use Internet Banking, you must have at least one WSFCU personal account and a Internet Banking PIN. Through Internet Banking, you will have access to any of your WSFCU share accounts or loan accounts. WSFCU reserves the right to deny access to a deposit account or loan account or to deny transactions under certain circumstances.

Description of Internet Banking

The Service allows you to perform some or all of the following functions from your Computer:

Online Account Access Functions and Limitations of Transfers

You may use Internet Banking to (a) transfer funds between your accounts; (b) obtain account balances; (c) obtain history and transaction information on your accounts; and (d) obtain loan account balance information. These features are limited to the extent, and subject to the terms, noted below.

- i. Your ability to transfer funds between certain accounts is limited by federal law and the Deposit Agreement. You should refer to the Deposit Agreement for legal restrictions and service charges applicable for excessive withdrawals or transfers. Transfers made using the Internet Banking Service are counted against the permissible number of transfers described in the Deposit Agreement.

- ii. There may be at least a one-business-day delay in transferring funds between your accounts. Except as provided in this Agreement, all Internet Banking transaction instructions received by 7:00 p.m. EST will be completed that business day. Any instruction received after 7:00 p.m. EST will be completed the next business day.

- iii. Transactional information for your accounts will be available from Internet Banking for a maximum of three statement cycles from the date of inquiry.

Personal Identification Number and Security

Your Internet Banking personal identification number (PIN) is required to access WSFCU's Internet Banking functions. You agree not to give or make available your PIN to any unauthorized individual. If you believe your PIN has been lost or stolen, someone has attempted to use the Internet Banking Service without your consent, your deposit account(s) or loan account(s) have been accessed, or someone has transferred money without your permission, you must notify WSFCU immediately at (336)727-2663 or write:

**Winston-Salem Federal Credit Union
Online Services
711 Salem Avenue
Winston-Salem, NC 27101**

WSFCU does not maintain a record of your PIN. If you lose or forget your PIN, contact WSFCU immediately so that you may select a new confidential PIN.

Electronic Fund Transfer Provisions for Consumers

The functions and limitations of the online account access service may be updated, without notice, at the option of WSFCU in order to provide improved service to the membership. The Electronic Fund Transfer Act and regulation E require disclosure of the following information relating to Electronic Fund Transfer.

Your Liability for Unauthorized Transfer

By applying for online account access, you agree to accept responsibility for protecting the integrity of your Password, in order to prevent unauthorized transactions and/or account access. You also agree WSFCU may revoke online account access if unauthorized account access and/or transactions occur as the apparent result of your negligence in safeguarding the password. Further, you agree that, if WSFCU is notified that you have included WSFCU in the filing of a petition of bankruptcy, WSFCU may revoke or refuse to grant you Internet access to your account.

Tell us AT ONCE if you believe your account information and/or PIN have been lost or stolen.

Telephoning is the best way of keeping your possible losses down. You could lose all the money in your accounts (plus your maximum overdraft line of credit and open-end credit). If you believe your account information and/or PIN has been lost or stolen, and you tell us within 2 business days after you learn of the loss or theft, you can lose no more than \$50.00 if someone used your account information and/or PIN without your permission. If you do NOT tell us within two business days after you learn of the loss or theft of your account information and/or PIN, and we can prove we could have stopped someone from using your account/and or PIN without your permission if you had told us, you could lose as much as \$500.00. 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 that we could have stopped someone from taking the money if you had told us in time.

Errors and Questions

Telephone us 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. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared. Your inquiry must include:

1. Your name and account number,

2. A description of the error or the transfer you are unsure about and an explanation of why you believe it is an error or why you need more information,

3. The dollar amount of the suspected error, and

4. The date of occurrence.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. We will generally tell you the results of our investigation within 10 business days of the receipt of your complaint or question (20 business days if the transaction involved an account opened within the past 30 days). If we need more time, however, we may take up to 45 days. If we decide 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.

Liability for Failure to Make Transfers

If WSFCU does not complete a transfer to or from your account in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, the following exceptions may apply:

- If, through no fault of ours, enough funds are not available to complete the transfer, either in your account or through Overdraft Protection.
- If the funds in your account are subject to legal process, such as garnishment or attachment, or if the account is subject to a pledge or security agreement.
- If despite reasonable precautions that we have taken, circumstances beyond our control (such as fire, power failure, flood or failure of paying agency to deliver direct deposit payment data) prevent the transfer.

Data Recording

When you access Internet Banking to conduct transactions, the information you enter may be recorded. By using Internet Banking, you consent to such recording.

No Signature Required

When using Internet Banking to conduct transactions, you agree that WSFCU may debit your account to complete the transactions, or honor debits you have not signed.

Disclosure of Account Information to Third Parties

WSFCU will disclose information to third parties about your account or transfers you made:

1. When it is necessary to complete the transfers;

2. In order to verify the existence and conditions of your account for a third party, such as a credit bureau or merchant;

3. In order to comply with a government agency or court orders; or

4. If you give us written permission.

Charges

You will not be charged for the "view accounts", or "transfer funds" features of WSFCU's Internet Banking.

NOTE: Your accounts and loan accounts are still subject to the fees, charges, balance requirements, etc. articulated in the Deposit Agreement and Loan Agreement.

Alterations and Amendments

The terms of this Agreement, applicable fees, and service charges may be altered or amended by WSFCU from time to time. In such event, WSFCU shall send notice to you either at your address as it appears on WSFCU's records or by online notice through Internet Banking. Any continuation of Internet Banking after WSFCU sends you a notice of change will constitute your agreement to such change(s). Further, WSFCU may, from time to time, revise or update the WSFCU program, services, and/or related material(s) rendering such prior versions obsolete. Consequently, WSFCU reserves the right to terminate this Agreement as to all such prior versions of the WSFCU programs, services, and/or related material(s) and limit access to WSFCU's more recent versions and updates.

Address Changes

You agree to promptly notify WSFCU, in writing, of any address change.

Termination or Discontinuation

The use of Internet Banking does not require enrollment on your behalf; therefore, termination of Internet Banking by you is done by not accessing or using the Service. However, any transactions or payments you have previously authorized will be completed as instructed. Neither termination nor discontinuation shall affect your liability or obligation under this Agreement.

Payee Limitation

WSFCU reserves the right to impose a frequency or dollar limit on or refuse to make any payment you have directed. WSFCU is obligated to notify you promptly if it decides to refuse to complete your payment instruction. This notification is not required if you attempt to make payments which are prohibited under this Agreement.

Disputes

In the event of a dispute regarding Internet Banking, you and WSFCU agree to resolve the dispute by looking to this Agreement. You agree that this Agreement is the complete and exclusive statement of the agreement between you and WSFCU, which supersedes any proposal or prior agreement, oral or written, and any other communications between you and WSFCU relating to the subject matter of this Agreement. If there is a conflict between what one of WSFCU's employees says and the terms of this Agreement, the terms of this Agreement have final control.

Assignment

You may not assign this Agreement to any other party. WSFCU may assign this Agreement to any present or future, directly or indirectly, affiliated company. WSFCU may also assign or delegate certain of its rights and responsibilities under this Agreement to independent contractors or other third parties.

No Waiver

WSFCU shall not be deemed to have waived any of its rights or remedies hereunder unless such waiver is in writing and signed by WSFCU. No delay or omission on the part of WSFCU in exercising any right or remedy shall operate as a waiver of such right or remedy or any other rights or remedies. A waiver on any particular occasion shall not be construed as a bar or waiver of any rights or remedies on future occasions.

Captions

The captions of sections hereof are for convenience only and shall not control or affect the meaning or construction of any of the provisions of this Agreement.

Governing Law

This Agreement shall be governed by the laws of the State of North Carolina and by applicable Federal laws and regulations.

Federal Disclosure

You agree to accept this disclosure online rather than a paper disclosure. We recommend you print the entire Agreement and Disclosure for your records. If you are unable to print this, please request a paper disclosure to be mailed to you.

Account Alerts

The Account Alerts service is a tool for managing accounts. However, Account Alerts should not be relied upon solely for account information. Although Winston-Salem Federal Credit Union makes every effort to ensure alerts are delivered as expected, there are conditions that may make the alerts unreliable such as, but not limited to: spam filters, relay detectors, inaccurate or obsolete email addresses, network or system failures, etc. Winston-Salem Federal Credit Union recommends that the service be tested prior to regular use to identify any limiting conditions that may be present. Winston-Salem Federal Credit Union does not guarantee the delivery of any account alert. If you have any questions regarding this service, please contact Winston-Salem Federal Credit Union customer service