



GENERAL ACCOUNT DISCLOSURES

This agreement covers both the members' and the Credit Unions' rights and responsibilities concerning the accounts and services available at Northern Star Credit Union, Inc. The terms "you" and "your" refer to anyone who signs an Application for Membership, Account Card, Account Change Card, or any other account opening document or request for other services. The terms "we," "us," and "our" refer to the Credit Union. The word "account" means anyone or more share or deposits accounts you have with the Credit Union.

The type of account(s) and ownership of such account(s) are indicated on your Application for Membership. When you sign the Application for Membership, you agree to the terms of the Account Disclosures Agreement, Funds Availability Policy Disclosure, Fees, and Rate Schedule. You also authorize the Credit Union to obtain a credit report from a credit reporting agency to determine your eligibility for any product or service you request from the Credit Union. You also agree to allow the Credit Union to update credit report records. To establish, obtain, and/or maintain any product or service at the Credit Union, you must apply for membership at the Credit Union. To become a member, you must live or work within the field of membership as defined by the Credit Union charter, open a Share Account, and maintain the minimum required amount to receive any product or service in addition to any amendments or requirements as defined in the Credit Union Bylaws. You must provide us with documentation of your current name, residential address (and if different, your mailing address), email address, phone number, and date of birth. We will require you to provide us with a current government issued picture identification and a Taxpayer Identification Number (e.g. Social Security Number (SSN), Individual Taxpayer Identification Number (TIN), or Employee Identification Number (EIN)).

ACCOUNT TYPES

Individual Account

An individual account is an account owned by the depositor including any individual, partnership, or other organization qualified for Credit Union membership. In the event of your death, the funds in the account will go to your estate (subject to the terms of this agreement). Alternatively, you can designate a specific person or persons or entity as a POD (payable on death) payee(s) for your individual account.

POD (Payable on Death)

An account with a POD beneficiary or payee on the Application for Membership means that the account is payable to the owner(s) during their lifetime(s). In the event of your death, the POD payee(s) will be entitled to the funds in the account (subject to the terms of this agreement) upon proof of your death and the POD payee's identification. If you designate more than one POD payee on the account, each will be entitled to their (or its) proportionate share of the funds in the account (which will be determined by dividing the amount of the funds in the account by the number of POD payees designated on the account) and will own those funds without right of survivorship.



If a POD payee predeceases you, it is your responsibility to notify us and change the account accordingly. POD payee designations made on this contract do not apply to Individual Retirement Accounts (IRAs) or any account life insurance. Individual Retirement Accounts (IRAs) and Life Insurance Accounts have separate beneficiary designations.

Multiple Party Accounts

An account owned by two or more individuals is a multiple party or joint account. This account may be with or without survivorship as designated on the Application for Membership. If the account is "Joint with Survivorship," upon the death of one of the joint owners, the assets will become the property of the surviving joint owner. If the account is "Joint without Survivorship" the assets of the deceased owner will pass to their estate. A Joint Account with Survivorship may choose to have a POD listed and upon the death of the last surviving joint owner, the funds shall be paid to the designated POD Beneficiary.

Rights of Joint Account Owners

Any joint account owner is authorized to act on behalf of the other owner(s). We may accept orders and instructions regarding the account, requests for future services, and any transaction from the joint owner. The joint owner may withdraw all funds in the account, stop payment on items drawn on an account, transfer, or pledge all/any part of the shares of any account without the consent of the other account owner(s). The Credit Union shall have no duty to notify any other joint account owner(s). The Credit Union reserves the right to require written consent of all joint account owners for a change of ownership or termination of an account. If the Credit Union receives written notice of a dispute between joint account owners or receives inconsistent instructions from them, the Credit Union may suspend or terminate the account, require a court order to act, or require all joint account owners agree in writing to any transaction.

Liability of Joint Account Owners

If an item deposited into a joint account is returned, unpaid, or an account is overdrawn, each of the joint account owners is jointly and severally liable to the Credit Union for the returned item and any resulting charges regardless of who created the overdraft, deposited, cashed the item or benefited from the transaction. If any joint owner is indebted to the Credit Union such that the Credit Union has a lien against an account of that joint owner, we may enforce its rights against any/all funds in the joint account or the joint owner's other account(s).

Account for Minors

We may establish an account for a minor child based on the membership requirements listed above. However, we reserve the right to require a joint owner, who is at least 18 years of age, and shall be liable to us for any returned item, overdraft, or unpaid charges on the account. The Credit Union shall honor all withdrawals and deposits of the minor without regard to their minority if adequate identification is provided. If the parent is not a joint owner, no information will be released to them.

**Uniform Transfer to Minors Account (UTMA)**

We will establish an individual account for a member as custodian who wishes to deposit funds as an irrevocable gift to a minor. There may be only one custodian for each UTMA account. The custodian has control of the account for the benefit of the minor and is the only party entitled to make withdrawals or close the account. The Credit Union has no duty to inquire into the purpose of any withdrawal or use of the funds by the custodian. If the custodian dies, we may suspend the account until we receive instructions from any person authorized by law to withdraw funds or a court order authorizing withdrawal(s).

Accounts for Member Entities

Entities that qualify for membership can open and own one owner account. Both the entity and its designated signers are subject to the terms, responsibilities, and liabilities of this contract. We may require any signer to provide proper evidence of the entity's existence (e.g., articles of incorporation, partnership agreement, business license), and to establish his or her authority to act as a signer (e.g., through a notarized board resolution, partnership letter, etc.) and his or her identity as a signer prior to opening the account. Each director, officer, partner, shareholder, employee, member, trustee, agent, signer, etc., promises that the entity has been legally formed and exists, that it qualifies for membership, and all signers promise that they hold the position/titles as provided on this contract and have the authority to transact business on behalf of the entity member account owner. The entity account owner and all directors, officers, partners, shareholders, employees, members, trustees, agents, and signers agree to the terms, responsibilities and liabilities of this contract (and the agreement, all disclosures, bylaws, policies and procedures incorporated by reference), and further agree to indemnify, defend, and hold us harmless for any loss, damage, claim/liability that occurs as a result of opening, maintaining, conducting transactions on, and closing the account. We reserve the right to require all checks made payable to the entity be deposited into the entities' account at the Credit Union.

Power of Attorney (POA)

We reserve the right to review and approve any Power of Attorney. A copy of the Power of Attorney will be retained with the expiration date noted on the account. Unless the Credit Union receives a revocation in writing prior to the expiration date and fails to act on it, we will not be liable for any transactions performed up to that date. Additionally, if we elect to rely on your Power of Attorney, both you and your Attorney in Fact agree to indemnify, defend, and hold us harmless for any loss, damage, claim or liability that occurs as a result of our reliance on the power of attorney. We reserve the right to refuse to honor a Power of Attorney.

Name and Address Changes

It is your responsibility to notify us of any change of name and/or address for your account. We have the right to request this information be provided in writing. If any periodic statement, notification, or other correspondence is returned to us by the postal service, we reserve the right to discontinue mailing these items. We will resume mailings after you have provided your current address in person or online through Home Banking.



Taxpayer Identification Numbers and Backup Withholding

Upon opening an account, you must provide a name, a matching Taxpayer Identification Number (TIN), and a valid address. You must also certify that you are/aren't subject to or are exempt from backup withholding under Section 3406(a)(1)(C) of the Internal Revenue Code. If your account is or becomes subject to backup withholding, the Credit Union is required by law to withhold and pay the Internal Revenue Service a percentage of paid dividends and certain other payments under certain conditions. Your failure to furnish a correct TIN or meet other applicable requirements may result in backup withholding as well as civil or criminal penalties.

SHARE ACCOUNTS

Minimum Balances

The minimum balance required to open a savings and/or checking accounts are reflected on the Rate Schedule. The minimum average daily balances required to obtain the Annual Percentage Yield (APY) disclosed are also reflected on the Rate Schedule. Any minimum balances necessary to avoid service fees are shown on the Rate and Fee Schedule.

Nature of Dividends

Dividends are paid from current income and available earnings at the end of the dividend period.

Balance Computation Method

We use the average daily balance method to calculate dividends and for obtaining the APY on your account. This method applies a periodic rate to the average daily balance in your account for the dividend period. The average daily balance is calculated by adding the balance in the account each day in the dividend period and dividing that figure by the number of days in the dividend period.

CERTIFICATE OF DEPOSIT ACCOUNTS

Minimum Balances

The minimum balance required to purchase a certificate is shown on the Rate and Fee Schedule. The minimum balance to obtain the Annual Percentage Yield (APY) disclosed is also reflected on the Rate and Fee Schedule.

Compounding and Crediting

You must select a dividend distribution option at the time the certificate is purchased. You may elect dividends to be compounded and credited on a quarterly basis. Alternatively, dividends can be mailed to you quarterly in the form of a check or transferred to a specific account.

**Transaction Limitations**

You may not make any deposits into your certificate of deposit account until the maturity date.

Maturity Date

Your certificate will mature on the date stated on the certificate.

Early Withdrawal Penalties

A penalty for early withdrawals is assessed if any portion of the deposit is withdrawn before the maturity date. The early withdrawal penalty for all terms is 90 days of dividends.

Automatically Renewable Share Certificate Accounts

Share Certificate accounts will automatically renew at the prevailing dividend rate at the time of maturity unless otherwise disclosed on the certificate. You will have ten (10) calendar days after the maturity date to withdraw funds without a penalty.

Accrual of Dividends

Dividends begin to accrue on the business day you deposit funds to your account unless otherwise disclosed to you at the time of deposit.

ACCOUNT INFORMATION**Credit Union Lien and Security Interest**

Northern Star Credit Union may use the funds from your shares and dividends to pay any debt or amount you owe to the Credit Union. As a borrower, guarantor, endorser, or otherwise, the Credit Union has a statutory lien on the funds in any account which you have an ownership interest, regardless of the source, unless prohibited by law.

We may use these funds to pay off indebtedness without prior notice to you. Additionally, you grant the Credit Union consensual security interest in your accounts meaning we may use the funds from your account(s) to pay any debt or amount now or hereafter owed to the Credit Union, except for obligations secured by your residence, unless prohibited by applicable law. All accounts are non-assignable and nontransferable to third parties.

**Legal Process**

If any legal action is brought against your account, we may pay out funds according to the terms of the action or refuse any payout until the dispute is resolved. Each of you also agrees to be jointly and severally (individually) liable for any account shortage resulting from charges or overdrafts, whether caused by you or another with access to this account. This liability is due immediately and can be deducted directly from the account balance whenever sufficient funds are available. You have no right to defer payment of this liability, and you are liable regardless of whether or not you have signed the item or benefited from the charge or overdraft.

You will be liable for our costs and attorneys' fees in the amount of 33.33% of the balance owed whether incurred as a result of collection or in any other dispute involving your account. This includes, but is not limited to, disputes between you and another joint owner; you and an authorized signer or similar party; or a third party claiming an interest in your account. This also includes any action that you or a third party takes regarding the account that causes us, in good faith, to seek the advice of an attorney, whether or not we become involved in the dispute. All costs and attorneys' fees can be deducted from your account when they are incurred, without notice to you.

Statements of Account

The Credit Union will provide periodic statements depending upon the type of account. Statements will be mailed to the last known address shown in our records or statements will be provided electronically through the Credit Union's Home Banking or Mobile App. If you have requested to receive your statement electronically, we will send a notice of statement availability to the last e-mail address shown in our records.

You are responsible for promptly examining each statement upon receiving it and reporting any irregularities to us immediately. If you fail to report any irregularities such as forged, altered, unauthorized, unsigned, or otherwise fraudulent items drawn on your account, erroneous payments or transactions, or other discrepancies that are reflected on your statement within 30 days of the date we sent or otherwise provided the statement to you, we will not be responsible for your loss. We also will not be liable for any items that are forged or altered in a manner not detectable by a reasonable person.

Termination of Account

The Credit Union may terminate your account at any time without notice and require you to repay, in full, all outstanding obligations. It may also require you to close your account and apply for a new account. Circumstances for these actions may include but are not limited to: (1) a fraud or forgery on your account; (2) lost or stolen checks; (3) an excessive number or returned or nonsufficient funds items; (4) other abuse of your account; or (5) a change in authorized signers. We reserve the right to require the consent of all owners in order to terminate the account. We are not responsible for payment of any draft, withdrawal, or other item after your account is terminated.



Inactive Accounts

If you have not made any deposits, withdrawals, or other transactions, or communicated with us in writing during a 12-month period your account will be classified as “inactive”. If your account is deemed inactive you will be assessed a monthly inactive fee which can be found on our fee schedule. Dividend postings will not be considered transactions for this purpose. We have the right to request additional identification and written authorization for transactions on inactive accounts. If your account remains inactive for an extended period of time, it will be considered abandoned. In accordance with the state unclaimed property acts, funds in abandoned accounts must be remitted to the custody of the applicable state agency and we will have no further liability to you for such funds.

ACCOUNT ACCESS

Access Options

You may access your Credit Union account(s) in any manner we permit including, for example, in person at our branch office, at an ATM or point-of-sale device, by mail, telephone, automatic transfer, internet access or mobile application, or at a participating shared branch within our co-op network. We reserve the right to restrict account access and we shall not be liable for any damages arising from any action we take.

RATES AND FEES

The Rate Schedule reflects the prospective dividend rate and annual percentage yield on your account at the time of opening. The dividend rate and annual percentage yield may change as determined by the Credit Union’s Board of Directors.

The Fee Schedule reflects the fees that may be charged to your account.

The Rate and Fee Schedule is available at our office and is published online through our website.

PRE-AUTHORIZED DEBITS

The Credit Union will accept pre-authorized debits received in your name through the ACH (Automated Clearing House) system. You must authorize these debits with the originator (a company or organization). The originator is responsible for giving a copy of the authorization to you and for keeping a copy of your authorization on file. Since these debits are normally directed to your checking account, some rules are the same as for written checks.

**Overdrafts**

If a check is written or an electronic check is deducted for an amount in excess of the balance in your checking account and there is no established overdraft protection plan, the check will be returned, and you will be charged in accordance with the Rate and Fee Schedule. You may request to have funds transferred from your savings account if your checking account does not have sufficient funds; however, only funds in excess of the \$25 required to maintain your prime share account will be available for transfer.

If your account has an Overdraft Line of Credit Agreement with the Credit Union, a check written for funds in excess of the balance in your checking account will constitute a request for an advance from the line of credit. Such advances will be made in increments of \$50. If less than \$50 is available on the line of credit, the amount available will be transferred. No partial payments will be made if sufficient funds are not available. The Credit Union may make the advance or add the amount to the overdraft line of credit balance.

Stop Payment Orders

You may ask the Credit Union to stop payment on any drafts drawn from your checking account. Stop payment requests must be made either in person or through the Credit Union's secure message portal online. The stop payment will be effective if we receive the notice in time to act upon it and you must provide the account number, date the check was written, the check number, the exact amount, and who the check was payable to. If you give the Credit Union incorrect or incomplete information, we are not liable or responsible to you or any other party for payment on the check.

If we re-credit your account after paying a check over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to transfer all of your rights against the payee or other holders of the check to the Credit Union, and to assist us in any associated legal action. The Credit Union will charge you a fee for each stop payment order requested. This charge is shown on the Fee Schedule available at all branch offices or online. You may not stop payment on any cashier's check, or any check or payment guaranteed by you or the Credit Union. While payment of a check may be stopped, you may remain liable to any person, including the Credit Union. You agree to indemnify and hold the Credit Union harmless from all costs, including attorney fees, and all damages or claims of any multiple party account owner, payee, or endorsee in failing to stop payment of a check as a result of incorrect information provided by you. Written stop payment orders are effective for six months. You must renew the order in writing to extend the stop payment beyond the initial six months. We are not obligated to notify you when a stop payment order expires.

Unauthorized Debits

An unauthorized debit is:

- A debit initiated against your account by a company without your written authorization



- A debit amount different than what you authorized
- A debit that was sent earlier than you authorized

In the event of an unauthorized debit, you must contact the merchant for a resolution. If your issue cannot be resolved with the merchant, Northern Star Credit Union may be able to help. Contact us as soon as possible as any disputes initiated after 60 days of the transaction will not be honored. You will be required to file an Affidavit with the Credit Union in the event the merchant cannot resolve your issue. We will research the unauthorized debit in question to determine if the transaction can be disputed. This determination could take up to 90 days.

If you have an unauthorized VISA debit card transaction, where no PIN was entered, you must contact our fraud department to report the unauthorized charge(s). We may provide you with provisional credit if warranted. We may withhold providing provisional credit, to the extent allowed under applicable law, if the circumstances or account history warrant the delay. We will notify you with the results within three (3) business days after completing our investigation. If it is determined that there was no error, a written explanation will be provided.

DEBIT CARD AGREEMENT

You may use your Northern Star VISA Debit Card without a personal identification number (PIN) to pay for goods and services at places displaying the VISA logo. You may not use your card for any illegal transaction.

You may use Northern Star VISA Debit Card with your personal identification number (PIN) to:

- Withdrawal cash from your share savings and/or checking account
- Obtain accounts balances
- Transfer funds between your savings and checking account
- Pay for purchases at places that have agreed to accept the card

You may use our audio response system or online Home Banking with your PIN to:

- Transfer funds from savings or checking to your other accounts
- Obtain account balances and information
- Obtain an advance on an approved line of credit

Lost/Stolen Debit Card

You must contact us immediately if you believe your debit card, audio response, or online Home Banking PIN has been lost, stolen, or used without your authority as you could lose all the money in your account (plus your maximum revolving line of credit). You will not be liable for unauthorized use of your VISA Debit Card or account information when the transaction is processed through the VISA network unless the card was handled negligently.

**Point-of-Sale (POS) / Merchant Transactions and Fees**

Northern Star Credit Union does not charge a fee for debit card purchases. However, merchants may charge a fee to use your debit card. Contact the merchant for details. We do charge a fee for preauthorized debits which cannot be processed due to insufficient funds (NSF) in your account. The Fee Schedule is available in any branch office or online through the website.

Automated Teller Machine (ATM) Transactions and Fees

Northern Star Credit Union does not charge its members to use their debit card at an ATM owned by the credit union. We may charge a fee for using your debit card at POS terminals or ATMs owned and operated by other institutions. An additional fee may be charged by the ATM owner if you use an ATM not owned or operated by Northern Star Credit Union.

Non-VISA Debit Transactions

Northern Star Credit Union enables Non-VISA Debit Transactions processing and does not require that a PIN authenticate all such transactions. A Non-VISA Debit Transaction may occur on your debit card through networks.

Below are examples to distinguish between a VISA Debit and Non-VISA Debit Transactions:

- To initiate a VISA Debit Transaction at the POS, the cardholder signs a receipt, provides a card number in e-commerce or mail/telephone order environments, or swipes the card through a POS terminal.
- To initiate a Non-VISA Debt Transaction, the cardholder enters a PIN at the POS terminal or, for certain bill payment transactions, provides the account number for an e-commerce or mail/telephone after clearly indicating a preference to route it as a Non-VISA Transaction.

Receipt of Transaction(s)

You may request a receipt after completing a transaction using an ATM or POS device. It is recommended to obtain a receipt each time you use your Northern Star Debit Card to purchase goods or services. Retain these receipts to confirm the information on your account statement.

Foreign Transactions

Purchases and cash withdrawals made in foreign countries and foreign currencies will be billed to you in U.S. dollars. The conversion rate to dollars will be at (a) the wholesale market rate or (b) the government mandated rate, whichever is applicable, in effect one day prior to the processing date, increased by one percent.



DEPOSITS AND YOUR ABILITY TO WITHDRAW FUNDS

Our normal policy is to make funds from deposits made to your account(s) at Northern Star branches immediately available to you. A hold may be placed on any type of deposit made at any shared branch or ATM. Direct deposits are available on the day we receive the deposit. Once available, you can withdraw funds in cash, and/or we will use the funds to pay checks that you write. For reference, every day is a business day except Saturdays, Sundays, and Federal Holidays. If you make a deposit before regular business hours on a day that we are open, we will consider that day to be the date of your deposit. Deposits made after regular business hours, or on a day we are not open, will be deposited on the next business day we are open.

Limitations on Transaction Frequency and Amount

ATM cash withdrawals are limited to \$500 per day limit. There is no limitation on the number or dollar amount of pre-authorized debits or credits processed providing there are sufficient funds in your account to cover any debit. There is no limitation to the number of audio response, or online Home Banking transactions you may make per month provided there are sufficient funds to complete the transactions. For security purposes a maximum dollar amount for withdrawals may be imposed.

Funds Availability

Electronic deposits will be available on the day we receive the deposit. Our goal is to make funds from your cash and check deposits available to you on the same business day that we receive your deposit.

In some circumstances, all the funds you deposit by check may not be immediately available to you. Funds may not be available until the second business day after the day of your deposit. However, the first \$225 of your deposit will be available on the first business day after the day of your deposit. If we are not going to make all of the funds from your deposit available on the same business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly with one of our employees, or if we decide to take this action after you have left the premises, we will mail a notice to the mailing address you have on file. If you need funds from a deposit immediately, you should ask us when the funds will be available.

In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe the check will not be paid
- Your account has been open for less than 30 days
- You have overdrawn your account repeatedly in the last six (6) months
- Your checks total more than \$5,525.00 on any one (1) day
- There is an emergency, such as failure of communications or computer equipment.



If we cash a check for you that is drawn on another bank, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it.

FUNDS TRANSFER AGREEMENT AND NOTICE

Article 4A of the Uniform Commercial Code and the Federal Reserve's Regulation J cover the movement of funds by means of wire transfers, automated clearinghouse (ACH) credit and some inter-account transfers on the Credit Union's records. Using the Credit Union to send or receive funds transfers constitute your acceptance of these terms of agreement.

The Credit Union may charge your account for any funds transfer initiated by you, any person authorized as a joint owner, or any other authorized party with the right of access to the account from which the funds transfer is to be made. The Credit Union may establish, from time to time, security procedures to verify the authenticity of a payment order. You will be notified of these procedures, if any will be used to verify payment orders issued by you or for which your account will be liable. You agree the authenticity of payment orders may be verified using said security procedure unless you notify the Credit Union in writing that you do not agree with the security procedure. In that event, we shall have no obligation to accept any payment order from you or other authorized parties on the account until you and the Credit Union agree, in writing, on an alternate security procedure.

Wire Transfers

Wire transfers are governed by Regulation J. You will receive notice of such transfers on your periodic account statement. Upon request for a wire transfer, you will be required to verify your information, provide the financial institution information, and the beneficiary (person who will receive the funds) information. Payment may be made to the beneficiary's bank based on the identity or account number even if the number identifies a person different than the named beneficiary. If you give the Credit Union a payment order which identifies any bank in the funds transfer by name and by a routing/transit or other identifying number, the Credit Union will rely on the number provided even if it identifies a bank different from the named bank.

Unless otherwise provided by the Credit Union in a separate schedule concerning specific types of funds transfers, the cut-off time for receipt and processing of payment orders shall be 4 p.m. EST (EDT) on each business day (Monday-Friday). Payment orders received after the cut off time may not be transmitted until the following business day.

ACH Transactions

ACH transactions are governed by the operating rules of the National Automated Clearing House Association. In accordance with these rules, we will provide information about these transactions and the receipt of ACH credit transfers on your periodic statement. You may



contact the Credit Union to verify receipt of ACH debits or credits. We may give you credit for ACH payments before it receives final settlement of the funds transfer. This means that the Credit Union may provide you with access to ACH funds before the Credit Union receives the money. Any such credit is provisional until the Credit Union receives the final payment settlement. You are hereby notified and agree, if the Credit Union does not receive the money, we reserve the right to reverse the entry on your account and you will be liable to repay the Credit Union.

ELECTRONIC SERVICES DISCLOSURE

This disclosure is made to comply with the requirements of the Electronic Funds Transfer Act, Federal Reserve Regulation E, and VISA Operating Rules. This law establishes the basic rights, liabilities, and responsibilities of consumers who use electronic fund transfer services and of the financial institutions providing such services. The law and this disclosure apply if you use ATMs on any participating network, or if you use any preauthorized debit or credit transfer service (such as direct deposit, insurance, or mortgage payments, etc.), or use a Northern Star Credit Union debit card. Additionally, this information covers the audio response, online Home Banking, and future electronic services offered by this Credit Union. Certain services may not apply to your account. This disclosure preempts the terms of any previous electronic services disclosure, which may have been provided to you.

Electronic Mail (e-mail) Communications

Northern Star has the right to contact you via electronic mail (e-mail) on matters concerning your account, membership, or Northern Star services. Any e-mail address given to a Northern Star employee or volunteer can be kept on record as your email address. Do not give us an e-mail address that you believe is not secure or that you share access with. Although Northern Star is not obligated, we reserve the right to require authentication of emails or electronic communication.

We may not immediately receive an e-mail you send and may not take action on a request delivered electronically, unless we receive it and have adequate time to act on it.

Errors, Questions, or Unauthorized Electronic Funds Transfer

If your statement shows an electronic funds transfer that you did not make or authorize, contact us immediately. If you do not contact us within 60 days from the time the charge FIRST appears on your statement, we will not refund the money lost. You must provide us with the following:

- Your name and account number
- Describe the error or transfer in question
- The dollar amount of the suspected error



The Contact page of our website lists emergency numbers. See Unauthorized Debits for additional information.

Special Rules for New Accounts

If the notice of error involves an electronic funds transfer to or from the account within the first 90 days, we will credit your account within 20 business days for the amount you think is in error. The investigation process may take up to 90 days.

DISCLOSURES OF INFORMATION TO THIRD PARTIES

We will only disclose information to third parties regarding your account and its activity:

- Where it is necessary for completing transfers
- To verify the existence and condition of your account for a third party (such as a credit bureau or merchant)
- To comply with government agency or court order
- If you give us written permission

Overdrafts and Fees

An overdraft occurs when you do not have enough money in your account to cover a transaction and we pay it for you. This often results in an insufficient funds (NSF) fee:

Two Types of Overdraft Coverage:

1. Standard- comes with your account.
2. Overdraft Line of Credit – a loan that you will have to apply, qualify, and be approved for.

Standard Overdraft Practices:

We authorize and pay overdrafts for the following types of transactions:

- Checks and other transactions made using your checking account number
- Automatic bill payments

We *do not* authorize and pay overdrafts for the following transactions unless you authorize*:

- Everyday debit card transaction
- ATM transactions

Note: We pay overdrafts at our discretion, which means it is not guaranteed we will authorize and pay any type of transaction. If we do not authorize and pay an overdraft, your transaction will be declined.

**Fees for Standard Overdraft Practices:**

- We will charge you a \$30.00 insufficient funds (NSF) fee each time we pay an overdraft in accordance with our fee schedule. (The fee schedule can be viewed on our website. These fees are subject to change with appropriate notice.)

*If you want Northern Star Credit Union, Inc. to authorize and pay overdraft on your ATM and everyday debit card transactions, you must indicate your preference below. You may opt out of this agreement by contacting us via secure message or mail. You must include your name, address, date of request, and account number(s).

Visit the branch or send us a message through Home Banking or the Mobile App to learn about options for overdraft protection.



Northern Star ATM and Debit Card Overdraft Consent Form

-If you do not have an ATM/Debit Card, disregard this notice.

-If you do have an ATM/Debit Card, please complete the following form.

_____ I want Northern Star Credit Union to authorize and pay overdrafts on my ATM and everyday debit card transactions.

_____ I **do not** want Northern Star Credit Union to authorize and pay overdrafts on my ATM and everyday debit card transactions.

Printed Name: _____

Signature: _____

Date: _____

Account Number: _____

Please complete the form and return it to us using one of the options below:

-Deliver it to the branch.

-Mail it to :

Northern Star Credit Union
5100 George Washington Hwy
Portsmouth, VA 23702

-Fax it to us at 757-487-9464