

WICHITA FEDERAL CREDIT UNION ANNUAL NOTICE OF DISCLOSURES. KEEP THIS NOTICE FOR FUTURE USE

Annual Error Resolution Notice (Regulation E)

In Case of Errors or Questions About Your Electronic Transfers, telephone us at 316.941.0600, write us at Wichita Federal Credit Union, 9835 E 21st Street N, Wichita, KS 67206 or E-mail us at questions@wichitafcu.com 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 sent the FIRST statement on which the problem or error appeared.

- 1) Tell us your name and account number (if any).
- 2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- 3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 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 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 us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

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

Annual Notice Regarding Non-Visa® Pinless Debit Transactions

You may use your Visa® Debit Card to initiate both Visa® debit transactions and non-Visa® debit transactions without using a personal identification number (PIN) to authenticate the transactions. To initiate a Visa® debit transaction, you may sign a receipt, provide a card number or swipe your card through a point-of-sale (POS) terminal and choose to route the transaction over a Visa® network. To initiate a non-Visa® debit transaction, you may enter a PIN at a point-of-sale terminal or, for certain bill payment transactions, provide the account number for an e-commerce or mail/telephone order transaction after clearly indicating a preference to route it as a non-Visa® transaction. We have enabled non-Visa® debit transaction processing on the STAR® and CO-OP® Network. The rights and protections applicable only to Visa® debit transactions, including additional consumer liability limits and streamlined error resolution procedures, as described in your Electronic Fund Transfers Agreement and Disclosure will not apply to transactions processed through non-Visa® networks. Please contact Wichita Federal Credit Union at 316.941.0600 with any questions you have regarding this Annual Notice.

Monthly Statement Disclosures and Reconciliation Sheet

Your Billing Rights disclosures will be mailed annually and also made available through our website at www.wichitafcu.com, along with a statement reconciliation form. You will not receive these on the back page of your monthly statements.

Account Authentication and Online Banking – What You Need To Know!

The Federal Financial Institutions Examination Council (FFIEC) issued a supervisory guidance to assist credit unions in authenticating members who use online banking. This will help to make online transactions more secure.

Multi-layer authentication helps to confirm the right person is logging into an account and not someone who has stolen identity information. This authentication usually involves single-factor (one) or multi-factors (more than one) such as:

- Something the member **knows** (e.g., password, PIN)
- Something the member **has** (e.g., ATM card, smart card)
- Something the member **is** (e.g., biometric characteristic, such as a fingerprint).

For example, when you use your ATM, you are using multi-factor authentication because you **have** an ATM card and you must **know** your PIN. Wichita Federal Credit Union uses both single and multi-factor authentication, as well as other 'layered security' measures when appropriate.

Layered security measures are in place to help protect member information from identity theft, thereby reducing financial losses. These measures also help to detect possible suspicious activity and fraud. When warranted, the Credit Union might ask for additional information, such as a password, when authorizing funds transfers. We may utilize a call-back procedure to confirm a transaction initiated via e-mail, phone, or fax. We may flag transactions on your account that are unusual, or we may establish preset dollar limits on certain transactions that can only be exceeded by manual intervention by Credit Union staff.

Electronic transactions are governed by the Federal Reserve Board under Regulation E. This regulation provides certain protections to members in the event of a loss, depending on how soon you detect and report them. For example, if you report the losses within two business days of learning of the loss, you can be liable for the first \$50. After two days, you could be liable to as much as \$500 and if you do not tell us within 60 days after your statement was mailed to you, you could be legally liable for the full amount. Each situation can be different, so be sure to ask how these protections apply to your particular situation.

The first line of defense in any electronic transaction is YOU, the member. You need to understand the risks associated with electronic transactions and what you can do to secure your personal computer. Software such as anti-virus and malware programs, firewalls and updates will help to ensure your computer's integrity. Monitoring your account for suspicious activity and transactions, and reporting them to the Credit Union, will help to prevent losses. The Credit Union will not make unsolicited contact by phone or e-mail asking for personal identification for the purpose of initiating a transaction. If you receive an e-mail, text, or similar contact, it is most likely a scam and should be deleted.

If you feel you are a victim of fraud, please contact the Credit Union at 316.941.0600. For lost or stolen cards after business hours, please call 1.800.682.6075. For more information regarding online security, visit these websites: www.staysafeonline.com, www.ftc.gov, www.usa.gov, www.idtheft.gov.

Annual Billing Rights Notice (Regulation Z) - This notice tells you about your rights and our responsibilities under the Fair Credit Billing Act.

What To Do If You Find a Mistake on Your Statement

If you think there is an error on your statement, write to us at Wichita Federal Credit Union, 9835 E 21st Street N, Wichita, KS 67206 or E-mail us at questions@wichitafcu.com. In your letter, give us the following information:

- *Account information:* Your name and account number.
- *Dollar amount:* The dollar amount of the suspected error.
- *Description of problem:* If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us:

- Within 60 days after the error appeared on your statement.
- At least 3 business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong.

January 2021

You must notify us of any potential errors *in writing* or electronically. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question.

What Will Happen After We Receive Your Letter

When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.
2. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.

While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

After we finish our investigation, one of two things will happen:

- *If we made a mistake:* You will not have to pay the amount in question or any interest or other fees related to that amount.
- *If we do not believe there was a mistake:* You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within *10 days* telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us.

If we do not follow all of the rules above, you do not have to pay the first \$50 of the amount you question even if your bill is correct.

Your Rights If You Are Dissatisfied With Your Credit Card Purchases

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us *in writing* or electronically at Wichita Federal Credit Union, 9835 E 21st Street N, Wichita, KS 67206 or E-mail us at questions@wichitafcu.com. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.