



# Membership HANDBOOK

## MESSAGE from the CEO

Today more than ever, you need a wide range of financial services available at one location to help you make the most of your money without making you run all over town.

This specially designed packet of information has been compiled to acquaint the people in our field of membership with various services and benefits available through the Frankenmuth Credit Union.

If you're not yet a member, we—the staff—are confident that with a few minutes of time reviewing the enclosed material, you will agree that Frankenmuth Credit Union is “where you belong”.

You will see that the more you use Frankenmuth Credit Union, the more benefits you will receive.

Feel free to visit us online at [www.frankenmuthcu.org](http://www.frankenmuthcu.org), over the phone, in person or through our mobile app and ask questions. I am sure that you'll be glad you did.

Sincerely,

*Vickie Schmitzer*

Vickie Schmitzer, CEO



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)





# Membership HANDBOOK

## WHO can bank with us

Anyone who lives, works, worships or was educated in the State of Michigan.

Members or employees of the Saginaw County Farm Bureau, Saginaw, Michigan.

Any person who receives a retirement annuity pension, social security or similar retirement payment from private or government sources, and lives in, or belongs to a retirement organization located in the county or in a county contiguous to the county where the credit union's principle place of business is located.

Anyone related by blood, marriage or a foster child living in the household of a member are eligible to take advantage of Frankenmuth Credit Union's services.

### ONCE A MEMBER— ALWAYS A MEMBER

After joining the Credit Union, you are a member for life. Whether you change jobs, move out of the area, retire, transfer or leave the field of membership, you may still retain your membership.

### MANAGEMENT AND CONTROL

Credit Union operation is governed by the laws of the State of Michigan. The Board of Directors is elected by the C.U. membership. Each member has one vote.

### BOARD OF DIRECTORS

The Board of Directors consists of members of the Credit Union. They have the general direction and control of all the affairs of the Credit Union.



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## FCU BRANCH LOCATIONS

### Frankenmuth Main Office

580 North Main St.  
Frankenmuth, MI 48734

Send mail and all correspondence to  
Frankenmuth Credit Union  
P.O. Box 209  
Frankenmuth, MI 48734

**For a complete and up-to-date list of  
branch locations and hours,  
visit links below**

**more information** ▶ **smartphone link** ▶

**All calls are directed to our  
Main Operation Support Center.  
Call or Text 989-497-1600  
Visit [frankenmuthcu.org](http://frankenmuthcu.org)  
for chat options, branch hours  
and gps maps/direction locator.**

### Frankenmuth Credit Union ATMS

FCU has ATM's in all of the communities we serve for 24/7 access to your money. Plus we have over 30,000 surcharge free ATMS you can use when you're traveling. Visit [frankenmuthcu.org](http://frankenmuthcu.org) or click the link below on your computer, tablet or smartphone to use our no-fee ATM locator. You can search by city, zip and state to access gps maps around the globe.

**more information** ▶



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll  
Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds  
Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## ATM-Debit Cards and Machines

When you get a Frankenmuth Credit Union ATM/Debit Card, you have just acquired a very convenient service.

The ATM feature of the card allows you to make withdrawals, deposits, transfers, and inquiries anywhere in the world at an ATM, 24 hours a day, seven days a week.

Our ATM program can be completely free to use, when you go to a Frankenmuth Credit Union or Co-Op network ATM.

Visit [frankenmuthcu.org](http://frankenmuthcu.org) or click the link below on your computer, tablet or smartphone to use our no-fee ATM locator. You can search by city, zip and state to access gps maps around the globe.

[more information](#)

### What makes your ATM/Debit Card even more convenient?

Your Debit Card can be used to pay for purchases at any merchant that accepts MasterCard. Plus the purchase will be deducted right from your checking account.

### Picture This: Customize your debit card with your own photo

Customize your debit card with your favorite photo from your smartphone's camera roll, saved desktop image or facebook post.

*An initial application fee (for members without a checking), overdraft fees, and card replacement fees may be imposed.*

[more information](#)

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### Protect your cards from fraud with the Free App from CardNav

*turn cards on or off*

*limit locations where cards can be used*

*set thresholds for transaction amount*

*Get Real-Time Alerts On Your Smartphone when transactions are made*

[Card Nav](#)

[smartphone link](#)



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## CHECKING Accounts

One size does not fit all. That's why the Frankenmuth Credit Union offers an array of Checking Account options. Come see us and we'll get you in the right product, that will fit you like a glove.

### PERSONAL CHECKING OPTIONS

- Kasasa Free Reward Checking

Pick the Kasasa account that fits you best

- Kasasa Cash Back - receive cash back on everyday debit card purchases\*
- Kasasa Cash - pays the High Rates\* you deserve
- Kasasa Tunes - a checking that Rocks! Gives you monthly refunds on iTunes®, Amazon.com, and Google Play® downloads\*  
Qualifications, limits, and other requirements apply. ATM fees incurred during qualification cycle will be reimbursed up to \$25 if qualifications are met within monthly qualification cycle

We also offer....

- 8 different Business Checking products
- Organizational Checking options

What makes us better?

Since we have so many checking products we offer, you can pick the account that gives you the features with the most bang to make your life easier.

FCU Checking Accounts have...

- Online, mobile, text and phone access 24 hours a day, 7 days a week
- e-Statements with a 21 month history
- Online bill payment (personal and business solutions) available to save you time and money
- Free Debit Card to easily pay for purchases and access cash at ATMs
- School Spirit checks for local schools
- Debit and Credit Cards featuring your favorite picture on them



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)

more information ▶

smartphone link ▶



# Membership HANDBOOK

## Ways to SAVE

### SAVINGS ACCOUNTS

Every member of the Frankenmuth Credit Union has to maintain a Regular Savings Account with a \$5 minimum balance\*. This account has no deposit or withdrawal\*\* penalties and is what makes each person a member/owner of the credit union. Dividends may be paid each quarter on this savings account and you may withdraw or deposit to this account in person, by telephone, over the internet, through our mobile App, or from an ATM. After this account is opened, members are eligible to open an array of other financial products through Frankenmuth Credit Union.

### ADDITIONAL SAVINGS PRODUCTS WE OFFER ARE:

- Systematic Savings Accounts
- Wealth Builder Saver
- Save to Win
- Money Market Insured Accounts
- Education Savings Accounts
- Christmas Club Accounts
- Growth Savings Accounts
- Vacation Club Accounts
- Custodian Accounts
- IRA's (Traditional, Roth and Coverdell)
- Escrow Accounts
- Birdie Youth Savings Accounts
- Young Adults Savings Accounts
- And More

All funds deposited into accounts at the Frankenmuth Credit Union are federally insured at least to \$250,000\*\*\* per account. The NCUA (National Credit Union Administration) manages the federal share insurance fund for credit unions and is completely separate from the FDIC, which manages the funds for banks and savings and loans.

\*Joint Membership Accounts require a \$10 minimum balance; \$5 for each member. Members who do not maintain a minimum of a \$100 consolidated savings balance may be charged a minimum balance fee.

\*\*Advance notice may be required for large withdrawals from savings.

\*\*\*Maybe more for IRA accounts

[more information](#)

[smartphone link](#)



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## CERTIFICATES of Deposit

Certificates of Deposit are issued to persons depositing money for a specified length of time and earn interest. Like most Frankenmuth Credit Union investment accounts, the money deposited into a Certificate of Deposit is fully insured.\* This means you will never lose any of your principal investment. FCU has Certificates of Deposit (or CDs) for 3, 6, 9, 12, 18, 24, 36, 48 or 60 month terms for investments as small as \$500 and up. It's a great way to save for something special.

Frankenmuth Credit Union often offers special CDs with special rates and terms. Visit [frankenmuthcu.org](http://frankenmuthcu.org) and click the specials tab under the banner image.

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- Interest is paid monthly on all certificates. Interest may be compounded back into the CD or posted to any other FCU account.
- IRA funds are also eligible to be deposited into CDs. IRA CD interest must be compounded or posted to an IRA account.
- Interest penalties may be assessed on early redemption, withdrawal and for other reasons. A CD can be cashed in early upon death of the CD owner with no penalty.
- In most cases you can open or renew a CD by transferring funds in online banking.
  - **BONUS: Member with VIP Gold or higher status receive a .25% higher rate bonus monthly on their CD.**

\*Accounts insured up to at least \$250,000 by the NCUA.



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## ONLINE Banking—*it's me 24/7*

With Frankenmuth Credit Union's *It's Me 24/7* online branch, you can do almost everything you can do at one of our physical branches. With just a couple of clicks of your mouse or taps on your smartphone, you have instant access to all of your accounts.

Online banking is available on computer, tablet and smartphone. We also have an APP with online banking features available on the iTunes and Google Play stores. Online banking is FREE to members of Frankenmuth Credit Union. You can:

- Transfer money
- Review account histories
- Make loan and credit card payments
- Pay all your bills with our easy-to-use Online Bill Pay
- Make e-deposit
- Manage accounts, create budgets and financial goals with Money Desktop
- Get your statements electronically
- Download to Microsoft, Quicken or Quickbooks
- Apply for a loan
- Open new accounts
- Transfer money to other FCU members or non-members
- Reset your password

To access Online Banking, visit the Frankenmuth Credit Union web site at [www.frankenmuthcu.org](http://www.frankenmuthcu.org).

Simply log-in with the Online Banking and Bill Pay box. If you do not have a password set, text or call 989-497-1600 and we can set you up with one.

Looking for more access? We also have text and mobile banking solutions. If you have a business account with FCU, go to *It's My Biz* for online banking designed specifically for business owners.



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll  
Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds  
Transfer Agreement](#)

[Truth In Savings](#)

more information ►

smartphone link ►





# Membership HANDBOOK

## Banking by PHONE

From any touch tone phone Frankenmuth Credit Union members can access their accounts 24 hours a day, 7 days a week with a service called CU\*Talk.

CU\*Talk lets members transfer money, check balances, see what checks have cleared and make loan and credit card payments all from the convenience of your touch tone phone.

To access CU\*Talk simply call [1-844-776-9164](tel:1-844-776-9164). The system will then prompt you to enter your member number and PIN. If you have not been set up with a PIN, please contact us at [\(989\) 497-1600](tel:989-497-1600) and we will be happy to assist you.

### TEXT BANKING

Quick and convenient access to account balances on the spot, this service is free and available 24 hours a day and 7 days a week. Sign up unlimited number of phones under the "Go Mobile" option on online banking.



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)

smartphone link ►



# Membership HANDBOOK

## Direct DEPOSIT-Payroll Deduction

- SIMPLE
- CONVENIENT
- FREE ATM USAGE\*
- SAFE
- RELIABLE
- MOBILE FRIENDLY

With DIRECT DEPOSIT/PAYROLL DEDUCTION, your money is in your account ON payday!!! Whether you're on vacation, sick or traveling out of town, your pay will automatically be deposited and available for your use.

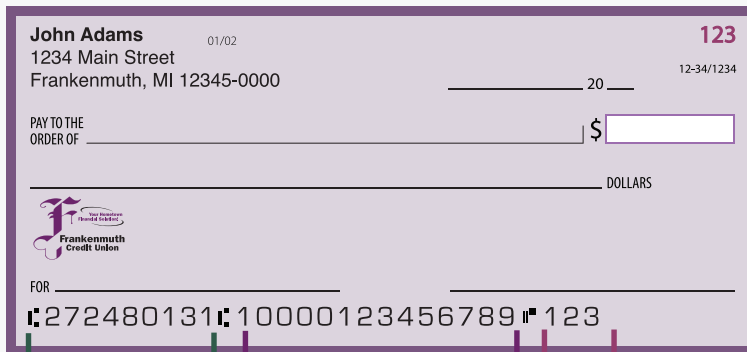
DIRECT DEPOSIT/PAYROLL DEDUCTION is the safest most confidential way to get your money into your checking or savings account. No more worrying about lost, stolen or damaged checks or special trips to deposit your paycheck.

And, you'll still receive a pay stub from your employer and a monthly statement from Frankenmuth Credit Union to let you know your account has been credited.

\*Unlimited, ATM withdrawals for free. If you choose not to go to a FCU ATM or a Co-Op Network ATM, there may be surcharge fees you will incur from the institution who's ATM you are using.

Ask your Payroll Manager how you can sign up for DIRECT DEPOSIT/PAYROLL DEDUCTION today.

FCU'S ROUTING NUMBER: 272480131



Routing Number

Account Number

Check Number



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## BUSINESS Services

Frankenmuth Credit Union offers a full line of business services for any size company or organization:

- business lending
- checking
- investment & insurance services
- employee direct-deposit setup
- health savings account program
- business merchant services

### BUSINESS AND ORGANIZATIONAL CHECKING

We offer over 8 different types of business checking accounts, including interest-bearing checking accounts to meet your business' needs. Whether you are small or large, we have options and opportunities for you.

### BUSINESS LENDING

We offer a full range of lending options with easy repayment terms and competitive interest rates, including SBA loan options. Our team will work with you to provide the perfect lending option that will help your business grow.

### CARD MERCHANT SERVICES

We can set you up with the equipment and procedures needed to transact debit and credit card sales. This is all provided to you at a low cost with personal hometown service.

### ONLINE BANKING SERVICE FOR BUSINESS

It's My Biz, and it's companion PIB MLO (multi-user login) is FCU's newest online banking product for businesses. It allows a business owner to have separate logins for each employee, with each employee having individual permissions in online banking. Plus the business bill pay solution, Biz Bill Pay, will give business owners increased functionality to manage finances for business owners.

### REMOTE DEPOSIT CAPTURE

Wish you didn't have to leave your business to do your daily or weekly deposit of checks? Ask us about our remote deposit solution that lets you deposit your checks without leaving your place of business.

[more information](#)

[smartphone link](#)



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## VIP Rewards

At Frankenmuth Credit Union we value you and want to reward our members who participate by using our services. This is exactly what the VIP (Value In Participation) Rewards program does.

There are three tiers in the VIP Rewards program: silver, gold and platinum. The more services you use, the higher VIP Reward tier your account will holder.

The system automatically assigns points to each account on the number of services that were used in the previous month and then gives the account holder the reward the following month.

Reward Given	Discounted Benefits Plus Package	Free Online Bill Payment	Save on Safety Deposit Box \$5.00 Off Annual Rental Fee	BONUS .25% Monthly Loan Benefit*	BONUS .25% Monthly CD Benefit*	Unlimited Phone and PC Home Banking Minutes
Silver	✓	✓				
Gold	✓	✓		✓	✓	
Platinum	✓	✓	✓	✓	✓	✓

\*Each month qualifying members will see a .25% benefit Rev. 8/15

[more information](#)

## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds Transfer Agreement](#)

[Truth In Savings](#)

continued



# Membership HANDBOOK

## VIP Rewards continued

### LIFETIME POINTS REWARDS PROGRAM

So what else do members get with these VIP Reward Points? All members earn VIP Points even if they don't earn enough points each month to fit into one of the VIP Reward tiers. These points accumulate over the months and can then be redeemed for great things like free FCU services, Loan or Certificate of Deposit rate bonuses, merchandise, fee waivers and more. Contact us for more information of our Lifetime Points Program and a listing of our Lifetime Points Reward catalog.

\*Business accounts do not qualify for the VIP Program.

Points	VIP Rewards		
10	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Bill Payment</li> </ul>	<ul style="list-style-type: none"> <li>e-Statements</li> <li>Home Banking</li> </ul>	<ul style="list-style-type: none"> <li>Phone Banking</li> <li>e-Notices</li> </ul>
20	<ul style="list-style-type: none"> <li>Consumer Loans</li> <li>Escrow and Clubs</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card</li> <li>IRA Savings</li> </ul>	<ul style="list-style-type: none"> <li>CD</li> <li>Savings Plus</li> </ul>
50	<ul style="list-style-type: none"> <li>Direct Deposit</li> </ul>	<ul style="list-style-type: none"> <li>Mortgage Loans</li> </ul>	<ul style="list-style-type: none"> <li>Regular Checking</li> </ul>
100	<ul style="list-style-type: none"> <li>Aggregate Savings \$5,000-\$9,999</li> </ul>	<ul style="list-style-type: none"> <li>Aggregate Loans \$5,000-\$9,999</li> </ul>	
200	<ul style="list-style-type: none"> <li>Aggregate Savings \$10,000-\$24,999</li> </ul>	<ul style="list-style-type: none"> <li>Aggregate Loans \$10,000-\$24,999</li> </ul>	
300	<ul style="list-style-type: none"> <li>Aggregate Savings \$25,000 &amp; up</li> </ul>	<ul style="list-style-type: none"> <li>Aggregate Loans \$25,000 &amp; up</li> </ul>	
Loss of 100 pts.	<ul style="list-style-type: none"> <li>Any Negative Savings Balance</li> </ul>		
Loss of 300 pts.	<ul style="list-style-type: none"> <li>Any Delinquent Loans</li> </ul>		

## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds Transfer Agreement](#)

[Truth In Savings](#)





# Membership HANDBOOK

## IDENTITY THEFT Protection

Introducing our proactive approach to protect our members from identity theft! Recouping losses and clearing your credit will take time and money if you are a victim of identity fraud. As your trusted financial partner, your identity protection is our highest priority. Now we are doing even MORE to safeguard your identity.

FCU members with consumer checking accounts, and their family, will receive the following identity theft protection powered by IDProtect for a low monthly security fee. This fee will be deducted from the head of households consumer checking account on the 1st of each month and will apply to coverage for the current month.

### PROGRAM BENEFITS

- Coverage for you, your family, and joint account holders
- Cellular Telephone Protection for eligible account holders (up to \$300 of Cellular Telephone coverage reimbursement)\*
- Debit and credit card registration
- Comprehensive identity theft resolution services with toll-free access to a dedicated fraud specialist assigned to manage your case
- Experienced recovery professional will walk you through the recovery process - until your identity is restored
- Identity theft recovery case plan to inform you of the recovery process
- Total Identity Monitoring - continuous monitoring of over 1,000 databases including credit, Social Security, public records, real property records, telephone and many others. If your risk is rated at medium or high, you will be notified of the possible breach
- Credit Monitoring - daily credit file monitoring and automated alerts of key changes to your Experian, Equifax and TransUnion credit reports
- 3-in-1 Credit Report provided
- Free Credit Score every 90 days
- Online identity theft news center and valuable phone and web resources

Those FCU members that qualify also receive up to \$10,000 identity fraud expense reimbursement coverage for expenses associated with restoring your identity. Ask us more about IDProtect today.

\* Cell phone bill must be paid from an FCU checking account. Leased phones are excluded.

[more information](#) ►



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## LOAN Services

Frankenmuth Credit Union can lend money for almost any purpose under the sun at some of the most competitive rates in the area. Following is a list of some of the items we have financed:

- Vehicles
- Boats
- RV, Camper or Travel Trailers
- Home Improvements
- Mortgages
- Equity Lines  
(fixed, variable, or lines of credit)
- Overdraft Loans
- Business Loans and SBA Loans
- Construction Loans
- Lawn and Garden Loans
- Agricultural Loans
- Education Loans
- Consolidation Loans
- Unsecured Loans
- Credit Cards
- Motorcycles
- Airplanes
- Property Taxes

Why should you get a loan from us? Beside our low rates, we also have flexible repayment options to best fit your budget. Also, whenever you borrow from and repay your Credit Union you are making your financial cooperative stronger, which is better for you and all our members and the communities we serve.

G.A.P., Mechanical Breakdown Protection, Credit Disability, Credit Life, and Joint Credit Life Insurance available on many loan products.



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)

[apply for a loan](#)

[smartphone link](#) ►



# Membership HANDBOOK

## DIVIDEND and Interest

Dividends are declared quarterly by the Board of Directors. No dividend is guaranteed; however, we have NEVER failed to pay a dividend since we organized in 1964. Dividend paying accounts earn daily interest and compound quarterly.

Interest is declared monthly by the Board of Directors. Interest paying accounts earn daily interest, like the dividend paying account, but they compound monthly instead of quarterly.

### DIVIDEND BEARING ACCOUNTS

- Regular Savings
- Christmas Club
- Vacation Club
- Escrow Accounts
- Kasasa Cash Back & Saver
- Birdie Savings Accounts (12 & under)
- TLT Savings Accounts (13-19 years old)
- Wealth Builder

### INTEREST BEARING ACCOUNTS

- Certificates of Deposit
- Individual Retirement Accounts (IRA)
- IRA CDs and CDs
- Money Market Insured Accounts
- Systematic Savings Accounts
- Growth Savings Accounts



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll  
Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds  
Transfer Agreement](#)

[Truth In Savings](#)





# Membership HANDBOOK

## CREDIT CARD Services

A credit card is a credit card, right? Not really. Sure those national big bank and merchant tied credit cards might look great as they pump millions of dollars and big name actors to promote their cards, but did you know your local hometown financial solution offers credit cards just as good as the big banks, plus your dollars stay local!

### FCU's Simply Platinum MasterCard

- [Low Rate](#)
- Earn rewards on each purchase for Travel, Merchandise or Cash
- No Cash Advance Fee
- No Annual Fee
- No Balance Transfer Fee
- Flexible Repayment Options
- Create Your Own Custom Card
- 24/7 Fraud Monitoring
- Card Nav
- Apple Pay

### FCU's Diamond CashBack MasterCard

- [Low Rate](#)
- Earn 1.5% CashBack on all Purchases
- No Cash Advance Fee
- No Annual Fee\*
- No Balance Transfer Fee
- Flexible Repayment Option
- Create Your Own Custom Card
- 24/7 Fraud Monitoring
- Card Nav
- Apple Pay

\*A \$49 annual fee will be charged if cardholder does not spend at least \$10,000 with this card in a 12 month period.

### FCU True Business Credit Card-Business Platinum

- [Low Rate](#)
- Earn rewards on each purchase for Travel, Merchandise or Cash
- No Cash Advance Fee
- No Annual Fee
- No Balance Transfer Fee
- Flexible Repayment Option
- Create Your Own Custom Card
- 24/7 Fraud Monitoring

### Home Equity Tied Credit Cards

- [Low Rate](#)
- You choose a low variable rate tied to Prime or our competitive fixed rate
- Interest paid may be tax deductible
- No Cash Advance Fee
- No Annual Fee
- No Balance Transfer Fee
- Flexible Repayment Option
- 24/7 Fraud Monitoring

continued



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## CREDIT CARD Services continued

When you have a Frankenmuth Credit Union credit card you are also connected 24 hours a day 7 days a week by the internet. Simply visit [www.frankenmuthcu.org](http://www.frankenmuthcu.org) and go into online banking off of our home page to check balances, make payments and much more.

If your card is ever lost or stolen call

Call or Text: 989-497-1600 (During FCU business hours)

Call Toll Free: 1-888-241-2510

[more information](#) ▶

[smartphone link](#) ▶

### Protect your cards from fraud with the Free App from CardNav

*Turn cards on or off and limit locations where cards can/cannot be used*

*Set thresholds for transaction amount*

*Get Real-Time Alerts On Your Smartphone when transactions are made*

[Card Nav](#)

[smartphone link](#) ▶

### FCU's ScoreCard Rewards - For Travel, Merchandise or Cash

*With our ScoreCard rewards, you earn points toward travel, merchandise or cash with every purchase you charge. Plus, every time you decide to redeem points, you have the flexibility of choosing what you will redeem for: cash, travel or merchandise! Plus, with FCU's ScoreCard rewards, you accumulate your points for up to five years.*

[Score Card Rewards](#) ▶

[smartphone link](#) ▶

### Apple Pay® Now Available for FCU Debit and Credit Cards

*Make secure purchases in stores, in apps and now on the web with Apple Pay. Because your card details are never shared by Apple when you use Apple Pay, making payments with your iPhone, Apple Watch, iPad, and Mac is the safer, more private way to pay.*

[apple pay](#) ▶

[smartphone link](#) ▶



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## CREDIT CARD Benefits

To learn about the benefits available with your credit or debit Mastercard, call 1.800.Mastercard (1.800.627.8372) or call/text FCU support center at 989-497-1600

The overview below outlines the most common benefits that may be available with your Mastercard.\*

**EXTENDED WARRANTY**—*Doubles the original manufacturer's or store brand warranty for up to one year when you pay with your eligible Mastercard.*

**PRICE PROTECTION**—*Should you find a lower price for a new item within 60 days from the date of purchase using your eligible Mastercard, you may be reimbursed for the price difference.*

**PURCHASE ASSURANCE**—*Provides coverage for most items you purchase with your eligible Mastercard if the item is damaged or stolen within 90 days of the date of purchase.*

**SATISFACTION GUARANTEE**—*If you become dissatisfied with a product you purchase using your eligible Mastercard within 60 days of purchase, and the store will not accept a return, you may be eligible for a refund for the cost of the product up to \$250.*

**MASTERCARD ID THEFT PROTECTION™**—*Mastercard is the only payment brand that provides its U.S. cardholders with services - at no extra cost - to help you detect and resolve identity theft.*

**ZERO LIABILITY**—*Pay only for purchases which you have authorized on your Mastercard. Unauthorized purchases are not your responsibility. Conditions and exceptions apply.*

**ROADSIDE ASSISTANCE**—*Arranges emergency roadside assistance such as jump-starts, tire change, towing and gas delivery if you get stuck on the road. Service fees are pre-negotiated and billed to your eligible Mastercard.*

*Please Note: Benefits described below vary by card type and by issuing financial institution. Refer to your issuing financial institution for complete benefit coverage terms and conditions or call 1.800.Mastercard (1.800.627.8372) for assistance. Certain terms, conditions and exclusions apply.*

[more information](#) 



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## INSURANCE Services for FCU Members

Frankenmuth Credit Union introduces a benefit for FCU members. My Member Insurance Agency offers affordable insurance solutions for the home, auto, farm and business. Members will be eligible for:

- Possible discounts on a large array of insurance products
- Your own dedicated insurance representative
- Hometown service

### Why you can't live without insurance! Could this happen to you?

Your two year old spills grape juice on your long-lost friend's carpet and it costs \$2,000 to replace it.

Your lawn mower kicks up a rock that lands in your neighbor's living room, right after it crashes through their stained glass window.

While golfing, you slice a shot that hits your boss right in the head so he will need x-rays.

You're baby sitting the neighbor's child and she trips on your sidewalk and needs dental work as a result.

All of these situations should be covered under the personal liability coverage provided by your homeowners policy! Your personal liability coverage covers most of your non-vehicle personal liability worldwide. Many costs including medical bills, legal fees, lost wages and other damages are addressed by personal liability coverage, up to the limit you specify on your policy. Is your homeowners policy up to snuff? Call (989)791-5400 to discuss this important coverage or visit [mymemberinsurance.com](http://mymemberinsurance.com).

[more information](#) ►



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## Growing Stronger COMMUNITIES

At Frankenmuth Credit Union our number one job is providing our members/owners with the best services we can to improve their financial lives. We know that improving our members lives doesn't just come from giving them a low cost loan or nice rate of return on a savings account, but also from growing and improving the communities we all live, work and play in. For this reason, FCU began Frankenmuth Credit Union Foundation For Our Communities in April of 2014. Since its inception, FCU's Foundation has made a positive impact for hundreds of organizations and thousands of people. Below are just a few examples of its generosity:

- Child care equipment for local schools
- Technology for local schools
- Scoreboards for local schools
- Life-saving pediatric equipment for local hospital
- Equipment for Farmer's Markets
- Upgrades for community pavilion
- Funds to complete a community pavilion
- Band equipment for local schools
- Bleachers for local school
- Fire-safety bounce house
- K-9 unit equipment for area police
- Food Pantry assistance
- Winter hats for needy children
- 4-H Grants
- Junior achievement assistance
- Warm Blankets for woman and children
- Equipment for area playground
- Funding for bike paths

FCU Foundation for Our Communities board of directors is made up of representatives of FCU board, staff and members.

They meet quarterly to review the grant applications/requests they have received. For more information or an application for FCU Foundation for Our Communities grants please go to: [frankenmuthcu.org/foundation](http://frankenmuthcu.org/foundation).



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)

# Privacy Policy

Revised August 2016



## FACTS

### WHAT DOES FRANKENMUTH CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?

#### Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

#### What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and Income
- Account Balances and Payment History
- Credit Scores and Credit History

#### How?

All financial companies need to share member's personal information to run their everyday business. In the section below, we list the reasons financial companies can share their member's personal information; the reasons Frankenmuth Credit Union chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Frankenmuth Credit Union share?	Can you limit the sharing?
<b>For our everyday business purposes</b> - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes</b> - to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes</b> - information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes</b> - information about your creditworthiness	No	We do not share
<b>For non-affiliates to market to you</b>	No	We do not share

#### Questions ?

Call us at 1-800-221-8880 or visit us online at [www.frankenmuthcu.org](http://www.frankenmuthcu.org)

More information about your privacy is continued on next page

continued

# Privacy Policy

continued

## Who we are

**Who is providing this notice?**

Frankenmuth Credit Union

## What we do

**How does Frankenmuth Credit Union protect my personal information?**

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. We will continually monitor and update our security measures to deal with technological changes.

**How does Frankenmuth Credit Union collect my personal information?**

We collect your personal information, for example, when you

- Open an account or deposit money
- Pay your bills or apply for a loan
- Use your debit or credit card

We also collect your information from credit bureaus, affiliates or other companies.

**Why can't I limit all sharing?**

Federal law gives you the right to limit only

- Sharing for affiliates' everyday business purposes- information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for non-affiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

**What happens when I limit sharing for an account I hold jointly with someone else?**

When you limit sharing, that choice will apply to everyone on your account.

## Definitions

### Affiliates

Companies related by common ownership or control. They can be financial and non-financial companies.

- Our affiliates include credit union service organizations such as Neighborhood Mortgage Solutions, LLC.

### Non-affiliates

Companies not related by common ownership or control. They can be financial and non-financial companies.

- Frankenmuth Credit Union does not share with non-affiliates so that they can market to you.

### Joint Marketing

A formal agreement between non-affiliated financial companies that together market financial product or services to you.

- Investment companies, insurance companies and other financial service providers.



# Membership HANDBOOK

## FUNDS Availability

This policy statement applies to “transaction” accounts. Transaction accounts, in general, are accounts which permit an unlimited number of payments to third persons and an unlimited number of telephone and pre-authorized transfers to other accounts with us. Share Draft Checking Accounts are the most common transaction accounts. Feel free to ask whether your other accounts might also be under this policy.

FCU's policy is to make funds from deposits available to members on the same day FCU receives the deposit\*. Members can withdraw the funds in cash and FCU may use the funds to pay checks that members have written.

Funds from electronic direct deposits (automated clearing house payments) of Federal Government benefit payments such as Social Security or Veterans Administration payments, will be made available for cash withdrawal or to pay checks that the member has written on the same day as the deposit is made. Please remember that even after FCU has made funds available to a member and funds are withdrawn, the member is still responsible for checks deposited that are returned to FCU unpaid and for any other problems involving member deposits.

For determining the availability of deposits, every day is a business day, except Saturdays, Sundays and federal holidays. If a deposit is made before the close of business on a business day that FCU is open, FCU will consider that day to be the day of deposit. However, if a deposit is made after the close of business or on a day that FCU is not open, we will consider that deposit made on the next business day FCU is open.

### LONGER DELAYS MAY APPLY

In some cases, FCU will not make all of the funds deposited by check available on the day of deposit. If the check is local, funds may not be available until the second business day after the day of deposit. If the check is non-local funds may not be available until the fifth business day after the day of deposit. However, the first \$200 of deposits will be available on the day the deposit is made. If FCU is not going to make all of the funds deposited available on that day, FCU will notify members at the time of deposit. FCU will also inform the member as to when the funds will be available. If a deposit is not made directly to an employee of FCU, or if FCU decides to take this action after the member has left the premises, a notice will be mailed to the member no later than the day after FCU receives the deposit.

If a member needs the funds from a deposit immediately, the member should ask when the funds will be available.

continued



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)





# Membership HANDBOOK

## FUNDS Availability continued

Funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check you deposit will not be paid
- You deposit checks totaling more than \$5,000 on any one day
- You re-deposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months
- There is an emergency, such as failure of computer or communications equipment

*\*Special holds apply to ATM deposits. [Please refer to your EFT agreement.](#)*

We will notify you if we delay your ability to withdraw funds for any of the above reasons, and we will tell you when the funds will be available. They will generally be available no later than the tenth business day after the day of your deposit.

## SPECIAL Rules for new accounts

If you are a new member, the following special rules will apply during the 30 days your account is open. The first \$5,000 from a deposit of U.S. Treasury checks will be available on the day the deposit is made. The excess over \$5,000 will be available on the business day after the day of deposit. Funds from wire transfers into an account will be available the same day the transfer is received.

Funds from deposits of cash and the first \$5,000 of a day's total deposits of cashier's certified, teller's, traveler's and state and local government checks will be available on the day of deposit if the deposit meets certain conditions. For example, the checks must be payable to the member. The excess over \$5,000 will be available on the fifth business day after the day of deposit. If the member does not make the deposit in person to an employee of FCU, the first \$5,000 will not be available until the first business day after the day of deposit.

Funds from other check deposits will be available the same day FCU receives the deposit in most cases. If FCU is not going to make all of the funds available on the day of deposit, FCU will notify the member at the time of deposit (see section entitled "Longer Delays May Apply" for additional information on hold policies).

**Daily Balance Computation Method** - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

continued



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)



# Membership HANDBOOK

## RULES for new accounts continued

**Accrual of Dividends on Noncash Deposits** - Dividends will begin to accrue on the business day you place noncash items (checks, for example) into your account.



## CONTENTS

[Who Can Bank With Us](#)

[Branch Locations](#)

[ATM/Debit Cards](#)  
[ATM Locations](#)

[Checking Accounts](#)

[Ways to Save](#)

[Certificates of Deposit](#)

[Online Banking](#)

[Banking by Phone](#)

[Direct Deposit/Payroll](#)  
[Deduction](#)

[Business Services](#)

[VIP Rewards](#)

[ID Theft Protection](#)

[Loan Services](#)

[Dividend & Interest](#)

[Credit Card Services](#)

[Insurance](#)

[FCU Foundation](#)

[Privacy Policy](#)

[Funds Availability](#)

[Electronic Funds](#)  
[Transfer Agreement](#)

[Truth In Savings](#)

# Electronic Funds Transfer Agreement



Frankenmuth Credit Union offers you various electronic fund transfer services, made possible by our advanced electronic data processing system. We have also provided, and will provide from time to time, plastic AUTOMATED TELLER (ATM) or Debit MasterCard (which are referred to throughout this disclosure as "ATM/Debit Cards" or simply "Cards") to a certain number of our members. Sometimes two or more persons are furnished such cards relating to a single account in the credit union. When a secret Personal Identification Number ("PIN") is also provided to a member, the ATM/Debit Card and PIN can be used in any one of a number of AUTOMATED TELLER MACHINES to make "electronic fund transfers." Transfers can be made to, from or between one or more accounts in the credit union. Simply follow the instructions at the machine.

This disclosure is furnished to you as a member of Frankenmuth Credit Union. It meets the requirements of both the federal and Michigan statutes relating to "electronic fund transfers." It also meets the requirements of the regulation (Reg. E) issued by the Federal Reserve Board pursuant to the federal statute, whether such "electronic fund transfers" are made by use of an AUTOMATED TELLER MACHINE or in any other manner.

This disclosure is a contract. The terms and conditions set out here are binding on you and on us as to the making of such "electronic fund transfers" and the use of the ATM/Debit Card PINs, in the following cases:

If you use the account(s) covered by this disclosure after receipt of this agreement.

If you already have an ATM/Debit Card and PIN provided by us and you use them to make such transactions after receipt of this agreement.

If you ask us to provide you with a PIN and you thereafter use it, together with an ATM/Debit Card, to make such transactions.

In any such cases, your use of the account(s) or your making of such transactions constitutes your acceptance of the terms and conditions set out in this disclosure.

Although your account(s) may be subject to "electronic fund transfers", and in that regard are subject to the terms and conditions of this disclosure, you may continue to use those account(s) to the same extent and in the same manner that you have in the past, insofar as "over-the-counter" and other non-electronic transactions are concerned.

In this disclosure, 'you' and 'your' include the plural in cases where two or more persons have an interest in a single account affected by an "electronic fund transfers" service. 'We' or 'us' refer to Frankenmuth Credit Union.

## THE FOLLOWING SECTIONS RELATE TO ALL "ELECTRONIC FUND TRANSFERS AFFECTING YOUR ACCOUNT(S) WHETHER MADE BY USE OF AN ATM/DEBIT CARD OR OTHERWISE"

**1. Accounts Affected:** Each of the following types of accounts in the credit union can be subject to some kind of "electronic fund transfer" service: Any Share Account, Share Draft Account.

These types of accounts are sometimes referred to in this disclosure as "asset account(s)" or simply as your "account(s)." You have previously designated which of your account(s) you want to be subject to a particular type of electronic fund transfer service. You may change those instructions in the future, and we will follow your new wishes to the extent our electronic fund transfer programs permit at that time.

**2. Account Agreements:** The terms and conditions of the account agreements relating to your accounts with us remain in effect except to the extent modified by this disclosure.

**3. Minimum Balance:** You must always maintain a minimum of \$5.00 in a regular share account to be entitled to make, by use of AUTOMATED TELLER MACHINE or otherwise, "electronic fund transfers" affecting your account(s). We reserve the right to increase minimum balance require or to impose other restrictions in the future, but if we do so, we will give you at least 21 days advance written notice.

**4. "Electronic Fund Transfer" Services:** At the present time, you can authorize the following types of "electronic fund transfers" to or from your asset account(s) in the credit union.

### Transfers TO your account(s) (credits):

- Direct deposits from employers who have agreed to send such deposits to us.
- Direct deposit of various governmental benefits.
- Deposits from any third party through the facilities of the Payment Authority (of which we are a member).
- Automatic Transfers to your account(s) from another person's account with us.
- Transfers from one of your account to another through the Credit Union's Home Banking product.

### Transfers FROM your account(s) (debits):

- **Bill Payment:** For an additional fee, you may enroll in our automatic bill payment plan. We will process bill payment requests to those creditors you authorize and for whom the Credit Union has the proper vendor code. We will not process any bill payment request if the required transaction information is incomplete.

We will withdraw the designated funds from your checking account for bill payment by the designated cut-off time on the date scheduled for payment. We will process your bill payment request within a designated number of days before the date you are scheduled for payment. You must allow sufficient time for vendors to process your payment after receiving it from us. If the vendor has the capability, the bill payment will be converted to an Automated Clearing House debit. We cannot guarantee the time that any payment will be credited by the vendor.

- Automatic deduction from your account of premiums for insurance coverage available to our members.
- Automatic transfers from your account(s) to make payments on another person's loan owing to us.

### AUTOMATED TELLER MACHINE (ATM) Transactions:

If you have an ATM/Debit Card along with a Personal Identification Number (PIN), you may use it to make any or all of the following transactions at an Automated Teller Machine.

- Deposits to your Regular Share account and Share Draft account.
- Cash withdrawals from your Share Draft account, and Regular Share account.
- Transfer of funds (non-cash) from your Regular Share account to your Share Draft account or from your Share Draft account to your Regular Share

continued

# Electronic Funds Transfer Agreement



account. (Some networks may not allow all transaction types.)

- Verify balances in specified savings, share draft, or loan account, that you have with us. (Those are not “electronic fund transfers.”)

If you use an automated teller machine that is not operated by us, you may be charged a fee by the operator of the machine and/or by an automated transfer network.

#### Electronic Check Conversion:

A transfer through an automated clearing house when you provide a check to certain merchants or other payees that enables the merchant or other payee to capture the routing, account and serial numbers to initiate the transfer, whether the check is blank, partially completed, or fully completed and signed; whether the check is presented at POS or is mailed to a merchant or other payee or lockbox and later converted to an electronic fund transfer, or whether the check is retained by the consumer, the merchant or other payee, or the payee’s financial institution. Your authorization to make such types of electronic funds transfers may be expressed in writing or implied, for example, by the posting of a sign.

When you provide a check and payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make/we receive your payment, and you will not receive your check back from us.

#### Illegal Use:

You understand and agree that you may not use any of our electronic fund transfer services for any illegal purpose.

#### Point of Sale Transactions:

Your ATM/Debit Card may be used to purchase goods or services from merchants who have arranged to accept ATM/Debit Card as a means of payment. If you have an ATM/Debit Card, it may be used to purchase goods and services from certain merchants. These merchants are collectively referred to as “Participating Merchants” and will display a logo or other symbol which identifies them as a merchant who will accept your ATM/Debit Card.

Purchases made with your ATM/Debit Card, including any purchases where you receive cash back, are referred to as “point of sale transactions” or “POS” transaction. A POS transaction will cause your share draft account to be debited for the amount of the purchase. Only share draft accounts may be used in connection with point of sale transactions performed with your Debit Card.

#### Audio Response:

A PIN will need to be assigned to your account to enable you to use this service. You must use your PIN along with your member number to access your accounts. At the present time you may use the Audio Response system to:

- Verify balances and transactions
- Transfer funds
- Make loan payments
- Request Check Withdrawals

Your accounts can be accessed through the Audio Response system via touch-tone telephone only. This system is available twenty-four hours per day. The Credit Union may refuse to honor any transaction for which sufficient available funds are not in your account. There may be limits to the duration of each phone call.

#### Home Banking:

A PIN will need to be assigned to your account to enable you to use this service. You must use your PIN along with your member number to access your accounts. At the present time, you may use Home Banking to:

- View four months of transaction history
- Transfer funds between accounts
- View and print detailed account information
- Balance checking account online
- Print copies of cleared checks online
- Withdraw funds from your share and share draft accounts
- Maintain automatic recurring transfers between your accounts
- Apply for a loan
- Open a certificate of deposit

Your account can be accessed using Home Banking via personal computer. Service will be available twenty-four hours per day. This service may be interrupted for a short time each day for processing. All checks issued as a result of a funds withdrawal are made payable to the primary member and will be mailed to the address on file. We may set limits on the amount of any transaction. We may refuse to honor any transaction for which you do not have sufficient available funds. There may be limits on the duration of each access.

5. **Excluded Transactions:** We have developed an elaborate electronic data processing system which makes it possible to offer you many electronic services. However, some of these services do not constitute “electronic fund transfers” for purpose, of this disclosure. For example, automatic transfers from your account(s) to pay your loan(s) owing to us and automatic transfers between your own asset accounts in the credit union. The terms and conditions of this disclosure only apply to those services and transfers which are “electronic fund transfers” as described in Section 4; they do not apply to other transactions which, although electronic in nature, do not constitute “electronic fund transfers” described in that section.

6. **You have the right to affirmatively consent, or opt into, payment of overdrafts for ATM and non-recurring debit card transactions.** Such consent does not obligate us to authorize any transactions that would exceed your available account balance or available overdraft protection.

If we agree to authorize any transaction that would exceed your available account balance or available overdraft protection, you agree to pay the overdraft. If you have opted in to the credit union’s overdraft service for ATM and non-recurring Debit Card transactions, you also agree to pay overdraft charges in effect from time to time for each transaction which causes your available account balance or available overdraft protection to be

continued

# Electronic Funds Transfer Agreement



exceeded.

You also authorize us to apply from any other share account, any amount necessary to pay such an overdraft if the overdraft is created in your share draft account, (1) a transfer may be made from your other share account(s) to cover the overdraft, in accordance with your share draft account agreement with us, or (2) an advance on your line of credit loan account with us may be made to cover the overdraft, and you will pay that depending upon which form of overdraft protection you have selected.

**7. Fees for "Electronic Fund Transfers":** We reserve the right to impose fees, and to thereafter increase them, if we deem it necessary. We will give you at least 21 days advance written notice before imposing or increasing any such fees.

**Charges:**

A. Currency Conversion Assessment. Up to one percent of all transactions that are converted from foreign currencies to U.S. dollars

B. Cross-Border Assessment Fee. Up to one percent of all cross-border debit card transactions (excluding transactions initiated in U.S. territories or all U.S. military bases in foreign countries).

C. All other charges related to electronic fund transfers disclosed in a separate Fees and Charges Schedule.

**8. Electronic Collection of Returned Item Fees:** If your payment is returned unpaid, you authorize us to make a one-time electronic fund transfer from your account to collect a fee of \$30.00.

**9. Documentation of Electronic Fund Transfers:**

A. You can get a transaction receipt at the time you make any transaction to, from, or between your account(s) using an AUTOMATED TELLER MACHINE, and each time you make a purchase using your ATM/Debit Card.

B. If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call or write us at the telephone number and address appearing on your periodic statement or as shown on this Agreement to find out whether or not the pre-authorized deposit has been made to your account.

C. You will get a statement every month of each asset account to which you have authorized any "electronic fund transfer" service.

**10. Your Right to Stop Payment of Pre-authorized Transfers: Rights and Procedures to Stop Payment:** If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here's how:

Call 989-497-1600

or write to Frankenmuth Credit Union

P.O. Box 209

Frankenmuth, MI 48734-0209

This notice must be sent in time for us to receive your request 3 business days, or more, before the payment is scheduled to be made. If you call, you will be REQUIRED to put your request in writing and get it to us within 14 days after you call.

If these regular payments vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. You may choose instead to get this notice only when the payment would differ by more than a certain amount or would fall outside certain limits that you set.

If you order us to stop one of these payments 3 "business days" or more before the transaction is scheduled, and we do not do so, we will be liable for your losses or damages.

**Business Day:** For the purposes of this Agreement, a "Business Day" is defined as Monday through Saturday, except Holidays.

**11. Reversing "Electronic Fund Transfers":** if an "electronic fund transfer" described in Section 4 was a payment of \$50.00 or more for goods or services, you have the right to require us to reverse such transfer and to re-credit your account with the full amount of the transfer if (J) you tell us within 4 calendar days after the date of the transfer, to make such a reversal, (2) you notify us that you have made a good faith attempt to resolve your dispute with the third party involved, and (3) you assure us that any returnable goods involved in the dispute will be returned.

If you do these things in writing, you MUST send the letter to:

write to Frankenmuth Credit Union P.O.

Box 209

Frankenmuth, MI 48734-0209

or CALL: (989) 497-1600

If you tell us orally you want such a transfers reversed, you must send us a letter to confirm your reversal request, your notice of attempted resolution of the dispute, and your assurance to return any returnable goods involved. You are required to get this letter back to us within 14 calendar days after the date of your oral request for reversal we reserve the right to impose a reasonable charge for handling such reversal request and to increase such charges thereafter.

**12. Confidentiality:** In general, you agree that we may disclose information to third parties about your account or the transfers that you make:

A. Where it is necessary for completing transfers, or

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

C. In order to comply with government agency or court orders, or

D. If you otherwise give us your written permission

In addition, if you have a MasterCard debit card, you agree that we may provide your personal data, to the extent allowed by law, to MasterCard, its Members, or their respective contractors for the purpose of providing Emergency Cash and Emergency Card Replacement Services only.

**13. In Case of Errors or Questions About your "Electronic Fund Transfers":**

Call 989-497-1600

continued

# Electronic Funds Transfer Agreement



or write to us at Frankenmuth Credit Union  
P.O. Box 209  
Frankenmuth, MI 48734-0209

You must notify 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 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.

- A. Tell us your name and account number, if any.
- B. 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.
- C. 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. In section 10 of this agreement, we list our business days.

We will tell you the results of our investigation 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\*\* business 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.

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

\*If you give notice of an error within 30 days after you make the first deposit to your account, we will have 20 business days instead of 10 business days.

\*\* If you give notice of an error within 30 days after you make the first deposit to your account, notice of an error involving a point of sale transaction, or notice of an error involving a transaction initiated outside the U.S., its possessions and territories, we will have 90 days instead of 45 to investigate.

#### 14. Liability for Failure to Make "Electronic Fund Transfers":

If we do not complete an "electronic fund transfer" as described in Section 4, to or from your accounts on time or in the correct amount according to our agreements 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 there is not enough money in your account, in excess of amounts you have pledged to us as collateral for a loan, to make the transfer.

If funds in your account are subject to garnishment or other legal process.

If we have, because of your default on a loan, exercised our rights against the funds in a pledged account.

If the transfer would go over the credit limit on your overdraft line.

If the AUTOMATED TELLER MACHINE where you made the transfer did not have cash.

If circumstances beyond our control, such as fire or flood, prevent the transfer, despite reasonable precautions we have taken.

We will also be excused from such liability if you fail to observe the terms of this agreement, or our account agreements with you, which relate to such "electronic fund transfers":

15. **Regulator Agency:** If you believe that we may have violated the Federal Electronic Funds Transfer Act or its implementing regulation, Regulation E, you may contact

Federal Trade Commission  
Electronic Fund Transfers  
Washington, D.C. 20580

If you believe that we may have violated the Michigan Electronic Funds Transfers Act (Michigan Public Act No. 322 of 1978), you may contact:

State of Michigan Department of Consumer and Industry Services  
Office of Financial and Insurance Regulations  
P.O. Box 30224  
Lansing, Michigan 48909

16. **Amendments/Termination:** We reserve the right to amend this disclosure (agreement) at any time. If we do so, we will give you such advance notice thereof as we deem to be reasonable under the circumstances; however, in the specific cases mentioned earlier, we will give you at least 21 days advance written notice. We also reserve the right to terminate this disclosure (agreement) by sending a notice of such termination by first class mail to your last known address on our records, which notice shall be effective when mailed.

17. **Location of Machines:** The number and location of AUTOMATED TELLER MACHINES is, of course, subject to change at any time. Network: Besides being able to use your electronic fund transfer card at ATM terminals you may access your accounts at the following networks: CO-OP Network, NYCE, MAC, Member Access, STAR, Quest and Cirrus.

18. **Card Ownership:** All ATM/Debit Cards and PINS remain the property of the Credit Union and may be revoked or cancelled at any time without giving you prior notice. You agree not to use your Card for a transaction that would cause your account balance to go below zero. We will not be required to complete any such transaction, but if we do, you agree to pay us the amount of the improper withdrawal, or transfer, upon request.

19. **Secrecy of PIN:** If we have issued a PIN to you, you agree to keep your PIN secret, and you agree that you will not write the PIN on your ATM/Debit Card or on any item you keep with your card.

20. **Limitations on the frequency and amount of ATM and Debit Card transactions:** You must always maintain a minimum of \$5.00 in a Regular Share Account to be entitled to make "Electronic Fund Transfers" affecting your account. You may only make 4 transactions during any month without incurring a fee on a non Frankenmuth Credit Union Automated Teller Machine. Please refer to our fee schedule for the fees associated when more

continued

# Electronic Funds Transfer Agreement



than 4 transactions have been made. You will be limited to a total of five (5) cash withdrawals and transfers combined from ATM terminals each day. You may withdraw/purchase up to \$2,000.00 on any one day, if there are sufficient funds in your account and the system is online. If the ATM and/or Debit Card system is off-line, you may not have access to all available funds in your account. An ATM off-line limit will be no more than \$200.00. A Debit Card off-line limit will be determined by a member's credit standing and past account history. We reserve the right to change these limitations, and we will give you written notice of any such change at least 21 days in advance.

As to transactions other than those made at an AUTOMATED TELLER MACHINE, limits may be imposed depending on the type of account involved. Minimum deposit and withdrawal amounts must be adhered to, as disclosed at account opening. Some such accounts also have a maximum number of allowable withdrawals per month. Charges for violations of amount restrictions and exceeding withdrawal limits are disclosed in the Rate and Fee schedule. We reserve the right to impose any additional restrictions in the future as we deem reasonable, but we will give you at least 21 days advance written notice before doing so.

**21. Crediting of Deposits and Payments:** Deposits or payments made in an AUTOMATED TELLER MACHINE whether in cash, check, draft or money order, are subject to verification, and the funds of such deposits and payments to share or share draft accounts may be held until they can be collected from the machine, verified and entered into our accounting systems. Further delay may occur if the transaction is made on or immediately prior to a Saturday, Sunday or holiday on which we are closed. If you place a check, draft or money order in the machine as a deposit or payment, it is subject to collection in accordance with your account agreement with us and Regulation CC.

**22. Foreign Transactions:** Purchases and cash advances made in foreign countries and foreign currencies will be billed to you in U.S. dollars. The conversion rate to U.S. dollars will be determined in accordance with the operating regulations established by MasterCard. Currently the currency conversion rate used to determine the transaction amount in U.S. dollars is either a government-mandated rate or the wholesale market rate in effect one day prior to the transaction processing date, increased by up to one-percent, along with a cross-border assessment fee of up to one percent. The currency conversion rate used on the processing date may differ from the rate that would have been used on the purchase date or card holder statement posting date.

**23(A). Liability for unauthorized use:** Tell us AT ONCE if you believe your ATM Card, Debit Card, or PIN has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your maximum overdraft line of credit. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your Card or PIN, and we can prove we could have stopped someone from using your Card or PIN without your permission if you had told us, you could lose as much as \$500. 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 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 told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

**23(B). Special Rules for Debit MasterCard®:** You will not be liable for any unauthorized transactions using your MasterCard ATM Debit Card, if you exercised reasonable care in safeguarding the Card from risk of loss or theft and, upon becoming aware of such loss or theft, promptly reported the loss or theft to us.

**23(C). Notification of Lost/Stolen Card:** If you believe your ATM Card or PIN has been lost or stolen or that someone has transferred or may transfer money from your account without your permission:

Call us at (989) 497-1600

or write to us at Frankenmuth Credit Union

P.O. Box 209

Frankenmuth, MI 48734-0209

IMMEDIATELY

If you believe your Debit MasterCard® or PIN has been lost or stolen:

Call us at (989) 497-1600

or write to us at Frankenmuth Credit Union

P.O. Box 209

Frankenmuth, MI 48734-0209

IMMEDIATELY

**24. Termination of Prior Agreements:** Upon your receipt hereof this disclosure terminates and takes the place of any Automated Teller Machine Agreement previously furnished to you.

TO APPLY FOR AN ATM/DEBIT CARD

CALL: (989) 497-1600

OR WRITE TO:

Frankenmuth Credit Union

P.O. Box 209

Frankenmuth, MI 48734-0209

**25. Notice Regarding ATM Fees Charged by Others:** When you use an ATM that is not owned by us, you may be charged a fee by the ATM operator and/or by an automated transfer network. We will separately publish a list of machines owned and operated by us from time to time.

Effective Date: The effective date of this Agreement is March, 2011.

# Regular Savings Share Account Truth-In-Savings Disclosure



## ACCOUNT DETAILS

Date Opened:	//	Par Value Per Share:	\$5.00
Current Rate:	.00%	Minimum Balance to Earn:	\$ .00
Current APY:	.00%		
Payment Frequency:	Unknown		

## TIERED RATE

	<u>For Balance Greater Than</u>	<u>Rate</u>	<u>APY</u>
Tier 0 (Base)	\$0.00		

## PAR VALUE OF A SHARE

The par value of a share in this account is \$5.00, True joint accounts require two (2) par values of \$5,00 each or \$10.00.

## MINIMUM BALANCE REQUIREMENTS

The minimum balance required to open this account is the purchase of a share in the credit union. You must complete payment of one share in your Regular Savings Share Account as a condition of admission to membership, You must maintain a minimum daily balance of \$5.00 in your account each day to obtain the disclosed annual percentage yield.

## TRANSACTION LIMITATIONS

No transaction limitations apply to this account unless otherwise stated in the Common Features section.

## FEES AND CHARGES

A fee of \$5.00 will be charged each month from this account if the aggregate balance of all your shares falls below \$100.00 at any time during the month. This fee is waived for members 18 & under, students that annually sign the "Student Waiver Agreement" and Organizational Accounts for scouts & seasonal special groups (i.e. bowling, golf, baseball). Members with an open loan are not required to maintain the \$100.00 aggregate share balance and are not subject to the \$5.00 fee.

## EARLY CLOSING OF ACCOUNT

If the account owner wishes to close the account and it has been open for less than 13 months, the account holder understands that there will be a \$25 .00 early account closing fee. This fee may be taken partially from the minimum balance on deposit and the member will owe any remaining amount to cover the fee.

## RATE INFORMATION

The dividend rate and Annual Percentage Yield may change every quarter. We may change the dividend rate for your account as determined by the credit union board of directors.

## DIVIDEND PERIOD

For this account type, the dividend period is quarterly. For example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is March 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the first day of the quarter. For the example above, the dividend declaration date is January 1. If you close your account before dividends are paid, you will not receive the accrued dividends.

## DAILY BALANCE COMPUTATION METHOD

Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

continued



# Regular Savings Share Account Truth-In-Savings Disclosure



## ACCRUAL OF DIVIDENDS ON NONCASH DEPOSITS

Dividends will begin to accrue on the business day you deposit noncash items (for example, checks) to your account.

## COMPOUNDING AND CREDITING

Dividends will be compounded every quarter. Dividends will be credited to your account every quarter.

## COMMON FEATURES

**Bylaw Requirements:** You must complete payment of one share in your Regular Savings Share account as a condition of admission to membership.

**Transaction Limitations:** We reserve the right to at any time require not less than seven days notice in writing before each withdrawal from an interest-bearing account other than a time deposit, or from any other savings account as defined by Regulation D.

**Nature of Dividends:** Dividends are paid from current income and available earnings after required transfers to reserves at the end of a dividend period.

**National Credit Union Share Insurance Fund:** Member accounts in this credit union are federally insured by the National Credit Union Insurance Fund.

## YOUR ACCOUNT

This is the account you have opened or inquired about. Further details about this account will be provided with your periodic statement.

## IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT:

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

**What this means for you:** When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

**NEGATIVE INFORMATION NOTICE:** FCU may report information about your account to credit bureaus. Late payments, missed payment, or other defaults on your account may be reflected on your credit bureau.

## TERMS AND CONDITIONS OF YOUR DEPOSIT ACCOUNT

**LIABILITY** - Each of you agrees for yourself (and the person or entity you represent if you sign as a representative of another) to the terms of this account and the schedule of charges that we impose. You authorize us to deduct these charges as accrued directly from the account balance. You also agree to pay additional reasonable charges we may impose for services you request which are not covered by this agreement. Each of you also agrees to be jointly and individually liable for any account deficit resulting from charges or overdrafts, whether caused by you or another authorized to withdraw from this account, and our costs to collect the deficit including, to the extent permitted by law, our reasonable attorneys' fees. You agree that at our option we may suspend your membership rights if you violate the terms of this agreement.

**DIRECT DEPOSIT** - If, in connection with a direct deposit plan, we deposit any amount in this account which should have been returned to the Federal Government for any reason, you authorize us to deduct the amount of our liability to the Federal Government from this account or from any other account you have with us, without prior notice and at any time, except as prohibited by law. We may also use any other legal remedy to recover the amount of our liability.

**STATEMENTS** - You must examine your statement of account with "reasonable promptness." If you discover (or reasonably should have discovered) any unauthorized payments or alterations, you must promptly notify us of the relevant facts. If you fail to do either of these duties, you will have to either share the loss with us, or bear the loss entirely yourself (depending on whether we exercised ordinary care and, if not, whether we substantially contributed to the loss). The loss could be not only with respect to items on the statement but other items forged or altered by the same wrongdoer. You agree that the time you have to examine your statement and report to us will depend on the circumstances, but that such time will not, in any circumstance, exceed a total of 60 days from when the statement is first made available to you. We may rely on identifying numbers even if it identifies a person other than the one named on the transaction. You further agree that if you fail to report any unauthorized signatures, alterations, forgeries or any other errors in your account within 60 days of when we make the statement available, you cannot assert a claim against us on any items in that statement, and the loss will be entirely yours. This 60 day limitation is without regard to whether we exercised ordinary care. The limitation in this paragraph is in addition to that contained in the first paragraph of this section.

**NOTICE** - All notices from us will be effective when we have mailed them or delivered them to your last known address in the credit union's records. Notices from you will be effective when received by the credit union at the address specified in this agreement. We reserve the right to change the terms and conditions upon which this service is offered. Use of this service is subject to existing regulations governing the credit union account and any future changes to those regulations.

**PROVISIONAL PAYMENT DISCLOSURE** - Credit given by us to you with respect to an ACH entry is provisional until we receive final settlement for such entry through a Federal Reserve Bank. If we do not receive such final settlement, you are hereby notified and agree that we are entitled to a refund of the amount credited to you in connection with such entry, and the party making payment to you via such entry (i.e. the originator of the entry) shall not be deemed to have paid you in the amount of such entry.

**CHOICE OF LAW DISCLOSURE** - FCU may accept payments on your account which have been transmitted through one of more Automated Clearing Houses (ACH) and which are not subject to the Electronic Fund Transfer Act and your rights and obligations with respect to such payments shall be constructed in accordance with and governed by the state of Michigan as provided by the operating rules of the NACHA which are applicable to ACH transactions involving your account.