



Electronic Funds Transfer Your Rights and Responsibilities

The Electronic Fund Transfers we are capable of handling for consumers are indicated below, some of which may not apply to your account. Some of these may not be available at all terminals. Please read this disclosure carefully because it tells you your rights and obligations for these transactions. You should keep this notice for future reference.

TYPES OF TRANSACTIONS

Preauthorized credits. You may make arrangements for certain direct deposits to be accepted into your checking, savings, and/or money market account(s).

Preauthorized payments. You make arrangements to pay certain recurring bills from your checking, savings, and/or money market account(s).

Electronic check conversion. Your check can result in an electronic funds transfer. This can happen in several ways. For example:

- You can purchase goods or pay for services and authorize a merchant or service provider to convert your check into an electronic funds transfer.
- At the time you offer a check to a merchant or service provider, you may be asked to authorize the merchant or service provider to electronically collect a charge in the event the check is returned for insufficient funds. Paying such a fee electronically is an electronic funds transfer.

Your authorization to make these types of electronic funds transfers may be expressed in writing or implied through the posting of a sign.

Telephone Transfers. You may access your account(s) by telephone 24 hours a day seven days a week using any touch tone phone, your account number(s) and your personal identification number. To validate this service call us at 1-866-529-8600 using a touch tone phone, with your account number(s) and the last 4 digits of your Social Security Number you will then be required to establish a personal identification number. If you do not wish to use this service, please contact us. With this service you may transfer funds from checking, transfer funds from savings, transfer funds from money market, make payments from checking or savings to your loan accounts with us, get checking information, get savings information, and get money market information.

ATM/MasterMoney Card Transfers. You may access your account(s) by ATM using your ATM card and personal identification number or MasterMoney Card and personal identification number to:

- Make deposits to checking account(s).
- Make deposits to savings account(s).
- Get cash withdrawals from checking account(s).
 - You may withdraw no more than \$500.00 per day.
 - There is a charge of \$2.50 per withdrawal at ATMs CharterBank does not own or operate.
- Get cash withdrawals from savings account(s).
 - You may withdraw no more than \$500.00 per day

- There is a charge of \$2.50 per withdrawal at ATMs CharterBank does not own or operate
- Transfer funds from savings to checking account(s).
- Transfer funds from checking to savings account(s).
- Get information about:
 - The account balance of your checking account(s).
 - The account balance of your savings account(s).

Some of these services may not be available at all terminals.

MasterMoney Card Transactions (Point-of-Sale Transactions). You may access your checking account(s) to purchase goods in person, by phone, or by computer; pay for services in person, by phone or by computer; get cash from a merchant, if the merchant permits, or from a participating financial institution and do anything that you can do with a credit card.

- You may purchase up to a maximum of \$5,000.00 per day.
- **Your MasterMoney Card can also be used worldwide. If however, you will be traveling outside of the United States and would like to use your MasterMoney Card, please contact us at 1-800-763-4444 to have this feature added.**
- **Currency Conversion.** If you effect a transaction with your MasterMoney Card in a currency other than US Dollars, MasterCard International Incorporated will convert the charge into a US dollar amount. MasterCard International will use its currency conversion procedure, which is disclosed to institutions that issue MasterCard cards. Currently, the conversion rate used by MasterCard International to determine the transaction amount in US dollars for such transaction is generally either a government mandated rate or a wholesale rate determined by MasterCard International for the processing cycle in which the transaction is processed, increased by an adjustment factor established from time to time by MasterCard International. The currency conversion rate used by MasterCard International on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date.
- **Advisory Against Illegal Use.** You agree not to use your card(s) for illegal gambling or other illegal purpose. Display of a payment card logo by, for example, an online merchant does not necessarily mean that the transactions are lawful in all jurisdictions in which the cardholder may be located.

Internet Banking. You may access your account(s) by computer through the use of your Internet-enabled device, your Internet Service Provider, your Social Security Number and your Password by accessing our home page at www.charterbank.net.

With CharterBank Online Banking you may transfer funds from checking, transfer funds from savings, transfer funds from money market, make payments from checking or savings to loan accounts with us, get checking, savings, money market and /or loan information.

Bill Payment Service. The Bill Payment Service permits you to use your Internet-enabled device to direct payments from your checking account to third parties you wish to pay. Through Bill Payment service, you can pay bills from your checking account to businesses or individuals. Any payments you wish to make through this service must be payable in U.S. dollars to a payee located in the 50 United States and territories. You should not use the Bill Payment service to make payments to settle securities purchases, payments to interest bearing accounts, tax payments, or court ordered payments. Payments for these payees will be your sole responsibility if delayed or improperly processed or credited.

GENERAL LIMITATIONS

In addition to those limitations on transfers elsewhere described, if any, the following limitations may apply: Transfers from a money market account to another account or to third parties by preauthorized, automatic or telephone transfer are limited to six per statement cycle. Transfers from a savings account are limited to six per month.

ACCESS DEVICE

Unless otherwise described, CharterBank does not issue access devices (ATM/MasterMoney Cards or Internet Banking access) unless requested by the consumer either orally or by written request for the device; or as a renewal of an existing access device previously issued.

FEES

We do not charge for direct deposits to any type of account. Except as indicated elsewhere, we do not charge for these electronic fund transfers.

ATM/MasterMoney Card Fees.

- We charge \$2.50 for each ATM transaction not made at a CharterBank ATM.
- There is a \$5.00 replacement fee for lost or stolen card reissues.

ATM Operator/Network Fees. When you use an ATM not owned by us, you may be charged a fee by the ATM operator and/or any network used to complete the transfer (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

DOCUMENTATION

- **Terminal transfers.** You can get a receipt at the time you make any transfer to or from your account using one of our terminals (ATMs).
- **Preauthorized credits.** 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 us at 1-800-763-4444 or (706) 643-4778 to find out whether or not the deposit has been made.
- **Periodic statements.**
You will get a monthly account statement from us for your checking or money market accounts. You will get a monthly account statement from us for your savings accounts, unless there are not transfers in a particular month. In any case, you will get a statement at least quarterly.

PREAUTHORIZED PAYMENTS

- **Right to stop payment and procedure for doing so.** If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here is how:

Call or write us at the telephone number or address listed in this brochure in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call. We will charge you \$32.00 for each stop-payment order you give.

- **Notice of varying amounts.** If these regular payments may 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 from the previous payment, or when the amount would fall outside the certain limits that you set.)

- **Liability for failure to stop payment of preauthorized transfer.** If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

FINANCIAL INSTITUTION'S LIABILITY

Liability for failure to make transfers. If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However there are some exceptions. We will not be liable, for instance:

- If, through no fault of ours, you do not have enough money in your account to make the transfer.
- If you have an overdraft line and the transfer would go over the credit limit.
- If the automated teller machine where you are making the transfer does not have enough cash.
- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY

We will disclose information to third parties about your account or the transfers you make:

1. where it is necessary for completing transfers; or
2. in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
3. in order to comply with government agency or court orders; or
4. if you give us written permission.

UNAUTHORIZED TRANSFERS

a. **Consumer Liability.**

- Tell us **AT ONCE** if you believe your card and/or code 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 possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.
- Also, if you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code 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, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.
- **MasterCard Debit Card.** Additional Limits on Liability. You will not be liable for any unauthorized transactions using your MasterCard debit card if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of a loss or theft, you promptly report the loss or theft to us. MasterCard is a registered trademark of MasterCard International Incorporated.

- b. **Contact in event of unauthorized transfer.** If you believe your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your

permission, call us immediately at 1-800-763-4444 or (706) 645-1391 any business day between the hours of 8:00am or 8:00pm EST. If you cannot reach us by telephone, you may email us at internetbanker@charterbank.net or write us at:

CharterBank
Electronic Banking Department
P.O. Box 472
West Point, Georgia 31833

ERROR RESOLUTION NOTICE

In case of errors or questions about your Electronic Transfers, call or write us at the telephone number or address listed in this brochure, 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 will 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 (20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transfer involved a new account) 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. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

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.

**CHARTERBANK
ELECTRONIC BANKING DEPARTMENT
P.O. BOX 472
WEST POINT, GEORGIA 31833
Business Days: Monday through Friday
(Excluding Federal Holidays)
Phone: (706) 645-1391**

MORE DETAILED INFORMATION IS AVAILABLE ON REQUEST

NOTICE OF ATM/NIGHT DEPOSIT FACILITY USER PRECAUTIONS

As with all financial transactions, please exercise discretion when using an automated teller machine (ATM) or night deposit facility. For your own safety, be careful. The following suggestions may be helpful.

1. Prepare for your transaction at home (for instance, by filling out a deposit slip) to minimize your time at the ATM or night deposit facility.
2. Mark each transaction in your account record, but not while at the ATM or night deposit facility. Always save your ATM receipts. Don't leave them at the ATM or night deposit facility because they may contain important account information.
3. Compare your records with the account statement you receive.
4. Don't lend your ATM card to anyone.
5. Remember, do not leave your card at the ATM. Do not leave any documents at a night deposit facility.
6. Protect the secrecy of your Personal Identification Number (PIN). Protect your ATM card as though it were cash. Don't tell anyone your PIN. Don't give anyone information regarding your ATM card or PIN over the telephone. Don't write your PIN where it can be discovered. For example, don't keep a note of your PIN in your wallet or purse.
7. Prevent others from seeing you enter your PIN by using your body to shield their view.
8. If you should lose your ATM card or if it is stolen, promptly notify us. You should consult the other disclosure you have received about electronic fund transfers for additional information about what to do if your card is lost or stolen.
9. When you make a transaction, be aware of your surroundings. Look for suspicious activity near the ATM or night deposit facility, particularly if it is after sunset. At night, be sure that the facility (including the parking area and walkways) is well lighted. Consider having someone accompany you when you use the facility, especially after sunset. If you observe any problems, go to another ATM or night deposit facility.
10. Don't accept assistance from anyone you don't know when using an ATM or night deposit facility.
11. If you notice anything suspicious or if any other problem arises after you have begun an ATM transaction, you may want to cancel the transaction, pocket your card and leave. You might consider using another ATM or coming back later.
12. Don't display your cash; pocket it as soon as the ATM transaction is complete and count the cash later when you are in the safety of your own car, home, or other secure surrounding.
13. At a drive-up facility, make sure all the car doors are locked and all of the windows are rolled up, except the driver's window. Keep the engine running and remain alert to your surroundings.
14. We want the ATM and night deposit facility to be safe and convenient for you. Therefore, please tell us if you know of any problem with a facility. For instance, let us know if a light is not working or there is any damage to a facility. Please report any suspicious activity or crimes to both the operator of the facility and the local law enforcement officials immediately.