

Bill Pay Terms and Conditions

Bill Pay Transaction Procedures

Bill Payments may be processed in three different transaction modes. They are as follows:

1. **"Today"**. If you designate a payment or transfer as a "Today" transaction the scheduled initiation date will be the next business day. However, sufficient funds must be available on the day and at the time you request the "Today" transaction. "Today" bill payments may not be canceled for any reason once you have ended a Grafton Suburban Credit Union online banking session, as funds are immediately deducted from your primary checking account.
2. **"Future"**. If you designate a bill pay transaction or transfer as a "Future" transaction, you may request that the transaction be made on a future date that you may designate up to 364 days in advance of the Scheduled Initiation Date. The processing date will be the effective date that you entered, or the next business day should the effective date fall on a weekend or holiday. Sufficient funds must be available by midnight of the night before the processing date, but will be deducted from your primary checking account on the Scheduled Initiation Date. "Future" transactions may be canceled or changed 24 hours prior to the Scheduled Initiation Date.
3. **"Recurring"**. If you designate a bill pay transaction or transfer as a "Recurring" transaction, you may request, and the Credit Union will use, a Scheduled Initiation Date that recurs on a specified regular basis (i.e. weekly, bi-weekly, monthly, etc). You will designate a "start" and "end" date. Sufficient funds must be available by midnight of the night before the Scheduled Initiation Date. "Recurring" transactions may be canceled or changed 24 hours prior to the Scheduled Initiation Date.

Bill Pay

1. **Account Designation and Payees.** All Bill Pay transactions you make through Grafton Suburban Credit Union online banking will be deducted from your primary checking account. Any payee you wish to pay through Grafton Suburban Credit Union online banking must be payable in U.S. Dollars and located in the United States. Each payee must appear on the payee list you create with the Credit Union and the account you are paying with must be in your name. It is not advisable that you use Grafton Suburban Credit Union Bill Pay to make payments to a federal, state or local government or tax unit.
2. **Processing.** Funds will be taken out of your primary checking account on the Scheduled Initiation Date entered by you. In many cases, your Bill Payments are electronically delivered to the payee within four business days after the Scheduled Initiation Date. However, some payees are not set up to accept electronic payment. In these cases, a check will be sent, which may take up to ten business days to process and deliver to the payee.

You must allow sufficient time (4 to 10 business days) for us to receive your request and process the Bill Pay transactions so that funds can be delivered to the payee before the payment due date (the due date shown on the invoice or provided in your agreement with the payee, not taking into account any grace period provided by the payee). If you do not allow sufficient time, you will assume full responsibility for all late fees, finance charges, or other actions taken by the payee. If you schedule your payment with sufficient time, and the payment was not received by the payee, or was received late, Metavante will assume responsibility.

Metavante and Grafton Suburban Credit Union are responsible only for ordinary care in making payments upon your authorization and for mailing or sending a payment to the designated payee. Metavante and Grafton Suburban Credit Union are not liable in any way for damages you incur if you do not have sufficient funds in your account to make the payment on the processing date, if the estimate of time to allow for delivery to the payee is inaccurate, due to delays in mail delivery, in changes of merchant address or account number, the failure of any merchant to account correctly for or credit the payment in a timely manner, or for any circumstances beyond the control of the Credit Union or Metavante.

Limitations of Service

1. **Dollar Limits.** There is a daily dollar limit of \$9,999.99 on any payment or online banking transfer.

2. **Transfer Limitations.** Except as provided herein, all Bill Pay transactions and transfers to and from an account are subject to the terms and conditions applicable to such account as set forth in the account terms and conditions. With respect to Statement Savings Accounts during and calendar month, you may not make more than six transfers, or withdrawals to another Credit Union account of yours or to third parties, when these transfers are made by means of a pre-authorized or automatic transfer, or telephonic order or instruction.
3. **Available Funds Required.** All Bill Pay transactions and transfers initiated through Grafton Suburban Credit Union online banking are subject to there being sufficient funds in the affected account to cover the transfer on the effective date of the transaction.

Stopping or Modifying Grafton Suburban Credit Union online banking Authorized Payments

Payments designated as "Today" transactions cannot be stopped, canceled, or changed once your Grafton Suburban Credit Union online banking session is terminated. Except as stated below, in order to request a stop payment on a Grafton Suburban Credit Union online banking transaction designated as "Future" or "Recurring", you must cancel or change the payment or transfer using Grafton Suburban Credit Union online banking at least 24 hours prior to the scheduled processing day.

Security Procedures

A password will be assigned to you for online banking security purposes. The password is confidential and should not be disclosed to third parties. You are responsible for the safekeeping of the password. You agree not to disclose or otherwise make the password available to anyone not authorized to sign on your accounts.

You represent that you have considered the security procedures of the Grafton Suburban Credit Union online banking and find that the security procedures are commercially reasonable for verifying that a Bill Pay transaction, transfer or other communication purporting to have been issued to you is, in fact, yours. In reaching this determination, you have considered the size, type, and frequency of Bill Pay transactions, transfers or other communications that you anticipate processing through the Credit Union.

If the Grafton Suburban Credit Union online banking security procedures are not, in your judgment, commercially reasonable, you must inform us within 30 days. If the size, type and frequency of Bill Pay transactions or transfers change, and the result is that the Grafton Suburban Credit Union online banking security procedures cease to be commercially reasonable, you must also inform us of this within 30 days.

Documentation and Verification of Payments and Transfers

1. **Confirmation Numbers** – Upon completion of a Bill Pay transaction or and account transfer using Grafton Suburban Credit Union online banking, a confirmation number will be given. You should record this number, along with the payee, scheduled date and transaction amount in your checkbook register (or other permanent record), because this will help in resolving any problems that may occur. No printed receipts are issued through Grafton Suburban Credit Union online banking.
2. **Periodic Statements** – Information concerning Grafton Suburban Credit Union online banking transactions will be shown on your monthly statement for the account to and from which transfers are made.
3. **Recurring Deposits** – If you have arranged to have deposits made to a deposit account at least once every 60 days from the same person or company, you can find out whether or not the deposit has been made through Grafton Suburban Credit Union online banking or you can call Telephone Banking at 508-839-9650 to find out whether or not the deposit has been made.

Other Conditions

You are responsible for complying with all terms of this agreement and disclosure and the regulations governing the deposit accounts which you access using Grafton Suburban Credit Union online banking. The regulations governing your deposit account are set forth in your Deposit Agreement and Disclosures.

Changes in Terms

We will mail or deliver a written notice to you at least 30 days before the effective date of any change in term or condition disclosed in this Agreement and Disclosure if the change would result in increased liability for

you, fewer types of available electronic funds transfers or stricter limitations on the frequency or dollar amounts of transfers, unless prior notice is excused by law.

Canceling Grafton Suburban Credit Union Online Bill Pay

You may cancel your use of Grafton Suburban Credit Union online banking at any time by sending an electronic message to the Credit Union or by calling **508-839-5493**. If you notify the credit union by phone, we may require you to put your request in writing. You cannot cancel until all pending payments have cleared. If you have pending payments and do not want to wait for them to clear, you must individually delete these future payments.

Liability for Unauthorized Use

You must notify us immediately if you believe that your password has become known to an unauthorized person. Contacting the Credit Union by telephone is the best way of keeping your possible losses to a minimum. You can lose no more than \$50.00 for any unauthorized transaction involving only credit accounts.

Also, if your statement shows electronic funds transfers that you did not make, you must notify us immediately. We may require you to provide your complaint in the form of an affidavit. If you do not tell us within 60 days after we sent you the first statement on which the problem or error appeared, you may not get the money back.

Notification of Unauthorized Transaction

If you believe that someone has made payments without your permission, you may call Metavante at **1-866-482-6945**.

Liability or Failure to make Payments

If we do not send a payment or make a transfer on time, or the correct amount according to your instructions given in accordance with this Agreement and Disclosure, we will be liable for damages caused. However, there are some exceptions. We will not be liable, for instance, if:

1. Through no fault of ours, your account does not contain sufficient funds to make the payment or transfer.
2. The equipment, ATM network, phone lines, or computer systems were not working properly or were temporarily unavailable.
3. Circumstances beyond our scope of control, such as fire or flood, prevented the payment or transfer, despite reasonable precautions we have taken.
4. A court order or legal process prevents us from making a transfer or payment.
5. You have previously reported unauthorized use of your password, or if you default under any agreement with us or if you or the Credit Union terminate this agreement.
6. The payee does not process a payment correctly, or in a timely manner.

There may be other exceptions stated in our agreement with you.

If any circumstances listed should occur, we will assist you with reasonable efforts in taking appropriate corrective action to reprocess the transactions that may not have been completed or to correct transactions that have been processed incorrectly.

Account Information Disclosure

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

1. When it is necessary for verifying or completing payments or transfers, or resolving a problem relating to a payment or transfer.

2. In order to verify the existence and condition of your account for a third party, such as a credit bureau.
3. In order to comply with government agency or court orders.
4. To any subsidiary or affiliate.
5. If you give us written permission.
6. As otherwise permitted in the Grafton Suburban Credit Union savings deposit agreement and disclosures, by law, or as required by government regulations.